



MAPLECREST MATTRESS

After You Buy Guide

HOW TO MAXIMIZE YOUR INVESTMENT

5954 STELLHORN ROAD

FT. WAYNE, IN 46815

260-486-6020

WWW.MAPLECRESTMATTRESS.COM

Improve Your Knowledge. Improve Your Sleep.
Improve Your Life.



NEW MATTRESS EXPECTATIONS

Break-in Period

You have done your research, trialed the beds, all set up with fresh sheets, you lay your head down, and think "This is not what was in the showroom or as expected?!"

Take a deep breathe and this is normal.

Typically mattresses will have a 30 to 60 night break in period. To accelerate, you can walk on the mattress to allow the materials to break in.

Early Impression

Over time, your mattress will develop an impression in the position you sleep the most. This is normal and not a sign of a defective mattress.

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Proper Foundation

Whether it is a platform base, standard base, or adjustable base, please ensure that the base has the capacity to and the right compatibility for the mattress with the weight of the individuals.

New Bed Smell

It is typical for new mattress of all materials to have a "New Mattress Smell" and not always as welcomed as a New Car Smell.

This is normal and will dissipate over time.

Before masking or de-scenting the mattress please research any product you place on the mattress to ensure it does not cause harm or defects.

Our recommendations are to allow a week or so for this to dissipate before taking any action and calling our staff prior to any actions.



Handmade Differences

Many of our mattresses are hand made and could have strings or threads that are loose and are normal. Please trim this with scissors.

DO NO PULL as that creates a risk for damage.

Temperature Matters

The memory foam in most mattress is effected by temperature of the room but consistent at or around 72 degrees. If the room is cooler the mattress can feel harder and softer if warmer.

Cover Your Investment

During the research period, the warranty of the mattress is a hot button item. Once you have the mattress at home, a mattress protector will ensure the mattress does not get stained.

Mattress Protectors also keep any sweat, dust mites, and dead skin from being absorbed by the mattress by creating a protective barrier.



90 Night Sleep Trial

We pride ourselves on our Discovery Discussions and the intentional questions we ask prior to the decisions is made but there is nothing more telling if you were satisfied with the mattress then actually sleeping on it.

That is why we offer a 90 Night Sleep Trial.

This is 90 days as we believe the mattress can require 30 - 60 days to break-in and at the minimum you will have 30 nights to know if the well thought out and calculated decision was the right one.

We strive for perfection with the initial decision but here to ensure sleep sanctification.

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Warranties & Returns

After or during the 90 day sleep trial and you are not satisfied with the purchase will provide an in-store credit for the amount of the initial purchase and a refund if the replacement purchase is a lessor amount.

In event of a return, there will be a 25% restock fee and delivery fee for the pick-up of the initial market and delivery of the replacement mattress. This would not be charged if the mattress is returned or picked up at the store.

Warranties are a great discussion point and there for those "Just In Case" events that there is a manufacturers defect and the process required for the manufacture to stand behind the warranty. The mattress MUST have a protector purchased from Maplecrest Mattress and NO stains.

We are here to walk through the process together and have relationships with the manufactures that we sell. Defects will happen but we thrive to make the situation right to your satisfaction

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Discover a New You

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