

# Mattress Fundraiser – Frequently Asked Questions

## Mattresses

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What type of mattresses do they carry? We will have 30 different styles on display, pillow-top, orthopedic, individually pocketed coils, latex, memory foam, even gel matrix and air technologies!

What sizes are available? All of our beds are available in any size that is needed, Twin, Twin XL, Full, Full XL, Queen, Camp Queen (for RVs and trailers) King, Cal-King, and can even get some in custom sizes.

What name brands do they carry? We work with a dozen of the top mattresses manufacturers across the nation. Locally we carry a large selection of Simmons, BeautySleep, and BeautyRest, as well as a couple of lines from Englander as well as Intellibed!

Are these mattresses used or last year's models? All mattresses are brand new, ordered direct from the manufacturers immediately following the sale and are then made by the manufacturers for our customers.

Do the mattresses have warranties like I'd get from a store? All mattresses come with a full non-prorated manufacturer's warranty, just like you'd get from a retail store. Warranty length depends on the quality of each mattress but range from 5 to 25 years. Additionally, we offer a comfort guarantee like other retailers.

How do the prices compare to retail? Our prices are considerably less than standard retail. We do not have retail overhead, nor do we do standard advertising, and pass that savings on to our customers. Prices range from \$229 for a basic twin mattress and go up to \$2800 for a top of the line Simmons Platinum mattress that retails elsewhere for over \$4500, with a couple of specialty mattresses that are a bit more expensive.

## Box Springs

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Do mattresses come with matching box springs? Boxsprings are not included in our pricing but are available for purchase at cost.

What if I don't need a box spring? No problem!

I only need a box spring, can I get one? Yes, we sell box springs by themselves at cost but these do not go towards the one day mattress total for the day that the group is working towards.

## Accessories

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Do frames come with the mattresses? Frames do not come as part of the order but are available at an additional cost.

What kind of frames do they carry? We sell standard universal "Hollywood" frames, platform frames, and adjustable bed frames too.

I don't need a mattress, do they sell anything else? Yes, we sell luxury pillows, frames, sheets, mattress protectors, and adjustable bed frames. All purchases support the group.

I want to support but don't need a mattress, if I buy a pillow will the group earn money on my purchase? Yes, the group makes money on each and every purchase.

## Delivery

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Do I need to pick up the mattress the day of the sale? No, we order mattresses direct from the manufacturer(s) the day after the sale. They then make the mattresses and get them to us within a week.

What if I need a mattress the day of the sale? Can I receive one that day? We do sell floor models as needed, so it's possible that we'll have what you need that day and do often have a couple of mattresses in stock for immediate pick up or delivery.

Is delivery included in the price of the mattress? Prices are not inflated to include delivery that someone may or may not need. Instead we provide a number of delivery and pick up options, which are advertised the day of the sale. Delivery options are as low as \$0 and go up to \$95 depending on the level of service you need.

If I have my new mattress delivered does it include hauling away my old mattress? Our third party delivery company will remove and dispose of your old mattress for you. All mattresses picked up are recycled, not put into a landfill, so there's a \$50 fee for this service.

How long does it take to get my new mattress? Mattresses are ordered direct from the manufacturer(s) the day after the sale. They then make the beds and get them to us in less than a week. We then follow up with customers and finalize the delivery option that was chosen the day of the sale. General turnaround time from order to delivery is 1 to 2 weeks.

## Payment

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The following payment options are available at all our events:

Cash or Check – Yes, accept all forms of payment and appreciate cash & checks as they help us control costs

Credit Cards - We do accept all major credit cards – Visa, Master Card, Discover, and American Express.

Financing - We partner with Preferred Credit, Inc (PCI) and Fortiva to provide customers with qualifying credit, a number of different options, which can extend payment out as much as 60 months (oac), along with offering many customers a 6 month, and 12 month "Same As Cash" option. These purchases are treated just like standard cash or credit and can be ordered and shipped immediately. In many cases, with approval of credit, no down payment is needed, or a nominal application fee of just \$59+ tax is collected upon finalizing an order.

What if I need a mattress but don't have good credit? We partner with Progressive Leasing and through them can offer a "lease to own" option that works for most credit challenged customers. All you need for approval is an income source and a bank account, with debit card. Once approved customers can opt for their 90 days "Same as Cash" option. No down payment is needed, just a \$59+ application fee is taken the day of the sale.

Additionally we offer a free layaway that allows someone to find the mattress that's right for them, order it, and pay for it over the coming months. We do not charge any interest as we do not order the product until it's fully paid for. Therefore unlike cash or credit orders, or those utilizing financing options, the customer will not receive their order until after it is completely paid for. Our terms are very flexible and we work with customers to meet their financial needs but do require a minimum deposit of \$250 per order on all layaways.

## Need Additional Help?

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