



## Assembled Mattress Handling SOP

### At Dock

#### *Inspection:*

- Inspect the bag & mattress for any damage
- If damage exists, notate the damage on the carrier's Bill of Lading
  - If damage is severe enough and product can't be delivered, reject the product & call the Optimized Recovery Team at 888-501-6000, option 1
- Fill out a Missing, Damage & Wrong form

#### *Loading & Handling:*

- **DO NOT** drag or slide mattress
- Two people should always lift and carry the mattress onto the truck Use carrying straps if necessary
- **DO NOT** lay mattress flat
- Stand each mattress on end and secure the mattress with straps

### At Home

#### *Unloading & Handling:*

- Two people should always lift and carry the mattress off the truck. Use carrying straps if necessary
- **DO NOT** drag or slide mattress
- Remove the first layer bag outside of customer's entry way
- Once inside the customer's bedroom, remove the second layer bag

#### *Installation:*

- Set up adjustable base (If applicable)
- Place assembled mattress on adjustable base or on customer's existing base
- Complete bed set up by installing the Firmness Control System, Hose Extensions & Brackets (if necessary)
- Set up Sleep IQ
- Demo product & answer any questions the customer may have
- Completed customer debrief in EDGE
- Remove all trash