

Mattress Removal/Relocation

This is done prior to bringing in the product, giving you space to complete the installation in the home.

- Removal or Relocation includes:
 - o 1 mattress and box spring
 - o 1 mattress and Sleep Number base (i.e., modular base, integrated base, Sleep Number adjustable base)
 - o 1 removal per SKU
- Removal or Relocation **DOES NOT** include:
 - o Moving or removal of any beds infested with bed bugs or unsafe due to extreme soiling.
 - o Headboards, frames or other furniture
 - o Non-Sleep Number Adjustable Beds
 - o Waterbeds and waterbed inserts

All mattresses removed from home must be bagged & taped before it enters any facility or is shipped back to a hub/returns center.

Note: You will return old Sleep Number product to the ADCs through the Returns Process. All used items must be bagged and scanned in INVision as a "Return Exception" and categorized as "Overstock." There are some exceptions to this.

- **TRIAL RETURNS** and **EXCHANGES** - these must be returned through the [Returns Process](#).
- **WARRANTY** items may be marked in the notes of Click to be returned as well. But that is a case-by-case basis only.
- *Remember:* Integrated Bases and Frames that you pick up via **TRIAL RETURNS** or **EXCHANGES** should be disposed of locally. These CAN NOT be recycled and SHOULD NOT go through the return process. Please dispose of these following your local disposal process.