

WHAT TO DO IF YOU HAVE BED BUGS

How Could I Have Bed Bugs?

Contrary to popular belief, cleanliness levels have little to do with in-home bed bug infestations. According to many experts, it's actually due to the fact that they're carried into homes by clinging to luggage, clothing, bedding or used furniture. And with the continued growth of international travel, it's no surprise that bed bugs have been on the rise in recent years.

How to Spot Bed Bugs

Bed bugs are brown to reddish-brown, flat, oval-shaped and approximately 1/5-inch long. During the day they hide in dark, protected sites, including:

- **Tufts, seams and folds of mattresses**
- **Crevices in upholstered headboards, box springs or bed frames**
- **Window casings, trim, molding and tracks in walls and floors**

Also, look for small rust-colored stains on sheets, mattress covers or clothing.



Some common signs of bed bugs include small black spots at specific sites.

Protecting Our Customers

At Sleep Number, it is of the utmost importance to provide the best possible sleep experience for all of our customers. Therefore, we take proactive steps to help protect each of you from the nuisance of bed bugs.

We've established a policy that prevents our technicians from removing or relocating mattresses or box springs where evidence of bed bugs has been found.

In addition to these measures, Sleep Number treats our delivery trucks and facilities on a regular basis to help ensure they remain bed bug free.

Our Home Delivery technicians are trained to identify bed bugs. Based on their review of your current mattress, sleep area or other living spaces, they have reason to believe that bed bugs may be present in your home. As a consequence, our technicians will not be able to perform any delivery or installation services in your home today.

What to Do Next

A professional pest control service of your choice offers the most effective means of inspecting and ridding your home of bed bugs.

Once a treatment or service has been performed and the problem has been eliminated, we would be more than happy to reschedule delivery of your new Sleep Number® bed. Simply call our Home Delivery department at **1-800-717-9503** to arrange a time that's most convenient for you.

We thank you for your patience and understanding as we strive to provide the best possible sleep experience for all Sleep Number customers.

Please note: Even after inspection and/or treatment, our Home Delivery technicians will not be able to remove or relocate your old mattress and box spring. These will need to be removed from the room and/or legally disposed of before our technicians arrive once again to install your new Sleep Number® bed. An additional delivery fee may be applied.

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