

PM Dock Process

Returns/Exchange and Haul-Away

*****Trial Returns and Exchanged Sleep Number beds removed from the home must be returned *****

All *used* product must be disposed/shipped correctly after removing from home. Please refer to chart to determine if product should be shipped or disposed.

Only return Sleep Number mattresses (including legacy) to the ADCs if they are free of biohazards.

Product Category	Disposition when product is USED
SN Mattresses	Ship to ADC
Adjustable Foundation	Ship to ADC
Electronics	Ship to ADC
Component Warranty Items/ Service Stops	Ship to ADC
Furniture	Ship to ADC
Modular Base	Ship to ADC
Integrated Base	Dispose in Market
Frame	Dispose in Market
Bunkie Board	Dispose in Market
Competitor Product	Dispose in Market/ Haul Away

- Plastic bags are required for:
 - Returned mattresses
 - Exchanged mattress
 - Sleep Number haul-away mattresses
- Bags not required:
 - Competitors haul away mattress

All removed customer mattresses commonly referred to as a "haul-away" that are not SN mattresses must properly be disposed of in a timely and safe manner:

- There are only two acceptable ways to dispose of the haul-away material:
 - Turn over the mattress to an approved local mattress recycler
 - Drop the mattress off at a local disposal site or on-site Sleep Number approved dumpster

- It is against company policy to:
 - o Take a haul-away mattress for any use
 - o Sell a haul-away mattress

INVision: Techs are required to scan the items in INVision as a "Return Exception" please select "Sleep Number Product Haul Away" option from the dropdown.

ALL markets should return-

- **L-channels** - These white borders drastically reduce the damage to bases. Please have teams could send these back with returns.



- **Wood Pallets** - Please have teams could save these pallets and ship them back whenever they have a stack of returns.



Trash Disposal

Each night upon returning to the dock the trash collected throughout the day must be properly disposed of.

- Nightly clean out the cab and cargo area of trash and cardboard
- Only use Sleep Number approved dumpsters
- Separate cardboard and trash and put the proper material into the proper dumpsters
- Remember, trash is still considered property of the company. Taking mattress or bed components for yourself, your family or for anyone else's use or for reselling is forbidden.

Verify All Jobs Are Complete in Click Mobile

Leaving stops in Travel, On-Site or Acknowledge statuses is unacceptable