

## Serta® Hotel Guest Mattress Purchase Program FAQs



**Q. How is the bed I slept in at the hotel different than the Serta mattresses I see in retail stores?**

A. Serta's hotel mattresses are made exclusively for our hotel partners. In most instances the hotel mattress is two-sided so it can be flipped, which is no longer offered in retail settings.

**Q. Which Serta mattress model in my local Serta dealer store is equivalent or comparable to the one I slept on in the hotel?**

A. Serta's hotel mattresses are designed and manufactured for the hospitality industry and not carried in the retail market. It is our pleasure to offer you the same quality mattresses we sell to our Hotel and Resort partners through our Hotel Guest Mattress Purchase Program as long as the mattress you slept on is still in production. There are similar mattress families you can look at in the retail market. For example, if you enjoyed a Serta Pillow Top mattress in a hotel, a comparable retail mattress would be the Serta Perfect Sleeper® within the Pillow Top line.

**Q. Can I order a Serta hotel mattress set online?**

A. At this time we only accept hotel mattress orders by phone at 1-877-HOTEL-40 (1-877-468-3540). This allows us to be certain we can identify the exact Serta mattress set that you slept on during your stay, to make sure your purchase for home will be everything you expected.

**Q. What is Serta's return policy for hotel beds?**

A. Because the hotel mattress sets sold to consumers are made to order, we cannot offer refunds or returns. All sales on hotel mattress sets are final.

**Q. Is there a warranty on my mattress set?**

A. Yes, your new Serta mattress set will have a 10-year non-prorated warranty against manufacturer's defects only. View our warranty information for more details.

**Q. What is the price of Serta's hotel quality mattress sets?**

A. The price of these beds depends on the exact mattress set used at the property you recently visited and may vary. You can expect to pay around \$1100 USD for a FULL, \$1300 for a QUEEN and \$1500 for a KING.

**Q. Will I pay an extraordinary delivery charge to obtain one of these mattresses in my home?**

A. No. You will be pleased to know that the cost to deliver your Serta Hotel Guest Mattress Purchase is included in the price of the mattress set. Local sales tax (based on bed's delivery location) will be added. Delivery will include setup of your new bed set as well as complimentary disposal of your old mattress set.

**Q. Which forms of payment do you accept?**

A. We accept Visa, MasterCard, American Express and Discover.

**Please send all other inquiries to:**

Serta International  
Hotel and Hospitality Sales  
3 Golf Center #392  
Hoffman Estates, IL 60169