

Tempur-Pedic Processes

B2B Registration:

By signing up and ordering online: orders are generated automatically, the minimum order amount for free shipping is lower, pillow pricing is based on 3 case quantity, etc. B2B is an online shopping site and extremely easy to use.

- Complete the B2B Registration form and email to retailb2b@tempurpedic.com
- Within 24 hours you will receive a confirmation email containing your username, password and instruction guide on how to access and use the site
- Begin placing orders ASAP

Comfort Exchange:

A comfort exchange is when a consumer has purchased a Tempur-Pedic mattress and after sleeping on the product, decides they do not like the feel of the mattress and wish to exchange it for a different model.

- Customer has 90 days from date of purchase to ask for a comfort exchange- *this is firm*
- Customer must sleep on their mattress for a minimum of 30 days- *this is firm*
- Have the customer come in the store to pick-out their exchange mattress
- Order their new mattress they wish to exchange for
- Once this product has arrived in the warehouse, schedule a delivery to bring the new mattress out and pick up the 'comfort exchange' mattress
- To send the product back to Tempur-Pedic, follow the instructions on the 'Comfort Return' form
- The customer's receipt must be attached to this form when submitted to Tempur-Pedic
- Send form to retail.returns@tempurpedic.com

Warranty Claim:

A warranty claim covers manufacturing defects. If a consumer claims their mattress falls under this category, please have them call TP customer service at 800-821-6621. Tempur-Pedic prefers to handle all claims internally. No further action is required at the store level.

Damaged on Delivery Product (warehouse issue):

A damaged on delivery product is if a product comes off of the shipping truck damaged, i.e. forklift holes in the foundation

- Complete 'Damaged and Dispositions' form ASAP- you must file within 60 days of delivery- *this is firm*
- Complete ALL boxes on the form
- Original PO numbers for the damaged product(s) are required
- Please send completed form to dispositions@tempurpedic.com

As always, if you have any questions please contact your local Tempur-Pedic representative.

Thank you for your hard work in selling Tempur-Pedic!