

Colder's 365-Night Sleep Guarantee – Terms & Conditions

The following terms and conditions govern the eligibility, process, and limitations of Colder's 365-Night Sleep Guarantee. By purchasing an eligible mattress, the customer agrees to these terms.

1. Eligibility

The 365-Night Sleep Guarantee applies **only to qualifying mattresses purchased on or after March 15, 2025**. To qualify, all of the following conditions must be met:

- The mattress must be one of the following **eligible brands** purchased from Colder's: **Scott Living, Comfort Care, or Nectar**
 - The mattress must be:
 - **Delivered by or picked up from a Colder's location**
 - **Used for at least 90 nights** before a comfort exchange can be requested
 - **Free of stains, rips, tears, sagging, broken coils, or other damage**
 - Used with a **manufacturer-approved foundation**
(Speak with a sales associate for clarification)
 - **Protected with a Colder's mattress protector** purchased **on the same day** as the mattress and used continuously
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2. Exclusions

The following are **not eligible** for exchange under this program:

- **Mattresses purchased through Colder's but shipped directly to the customer's home by the manufacturer**
(e.g., some Nectar or Sierra Sleep orders delivered via UPS, FedEx, or similar carriers)
- **Clearance, one-of-a-kind, or final sale** mattresses
- Mattresses that show **stains, damage**, or are returned in **unsanitary condition**
- Exchanges requested **before completing the 90-night trial period**

- Purchases made using **in-store promotional credit**
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3. Exchange Process

To initiate a comfort exchange:

1. After using the mattress for **at least 90 nights**, visit www.colders.com/365-night-sleep-guarantee
2. Complete the form located at the bottom of the page
3. Upload a **photo of the mattress** showing its condition
4. Colder's **Customer Solutions team** will review the submission and verify eligibility before issuing store credit

If approved:

- Customers will receive **in-store credit** equal to the mattress purchase price (excluding taxes, delivery, and any add-ons)
 - A **restocking fee** will be deducted:
 - **20% standard**
 - **10%** for **Gold or Platinum Lifetime Delivery Rewards** members
 - A **new delivery fee applies** to all exchanges (even for Lifetime Delivery Rewards participants)
 - Only **one (1) comfort exchange** is permitted per original mattress purchase
 - The **exchanged mattress is final sale** and not eligible for further exchange
 - For mattresses purchased through Colder's **DoubleBack promotion**, the restocking fee will be calculated based on the **DoubleBack price**
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4. Rejected Exchange Requests

No store credit or exchange will be provided if:

- The mattress shows **damage, stains, or excessive wear**
 - The mattress was used without a qualifying **Colder's mattress protector**
 - The mattress is returned without proper packaging or fails to meet other eligibility criteria
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5. Comfort Exchanges vs. Warranty Claims

This policy applies **only to comfort-related concerns**.

- Manufacturer defects or damage are handled under the **manufacturer's warranty**
 - Customers with a potential defect should contact the **Colder's Customer Solutions team** to initiate a warranty evaluation
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6. Pickup Option for Exchange

Customers may return their mattress to Colder's directly in lieu of a redelivery. To qualify:

- The mattress **must be returned in a sealed mattress bag**
 - All **standard eligibility conditions** still apply
 - The **delivery fee is waived**, but the **restocking fee still applies**
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Colder's reserves the right to modify or discontinue this program at any time without prior notice.