

TEMPUR-PEDIC®

COSTCO FAQS

INDEX

1 ORDER PROCESS

2 DELIVERY PROCESS

3 GETTING READY CHECKLIST

4 YOUR FIRST NIGHTS WITH TEMPUR-PEDIC®

5 FREQUENTLY ASKED QUESTIONS

- A. Orders
- B. Mattresses
- C. Foundations
- D. Adjustable Power Bases
- E. Product Care
- F. Warranty

ORDER PROCESS

EXPERIENCE THE EASE

of Ordering a Tempur-Pedic® Mattress on Costco.com

① Browse the Selection

Explore a wide range of Tempur-Pedic® mattress models and sizes available on Costco's website.

② Detailed Product Information

Access comprehensive product details, features, and specifications to make an informed choice.

③ Select Your Preferred Model

Choose the Tempur-Pedic® mattress model that suits your sleep preferences and needs.

④ Add to Cart

Simply add your chosen mattress to your online cart with just a click.

⑤ Review Your Order

Take a moment to double-check your cart and confirm that you've selected the correct mattress size and model, ensuring a satisfying purchase experience.

⑥ Proceed to Checkout

When you're ready, proceed to the checkout page to finalize your purchase.

⑦ Secure Payment

Pay securely online using multiple payment options.

⑧ Track Your Order

Keep tabs on your order's progress and expected delivery date through your Costco account.

In-home delivery typically takes 2-4 weeks from the time of your order. An independent delivery service will contact you to schedule via call or text. You may receive a shipment confirmation email from Costco, but please disregard any communications you may receive regarding your Tempur-Pedic® order that aren't directly from Tempur-Pedic®.

⑨ Easy Returns

Costco's customer-friendly return policy ensures a hassle-free return process if you're not fully satisfied with your purchase.

Ordering your Tempur-Pedic® mattress at Costco.com is a convenient way to bring ultimate comfort and quality to your sleep sanctuary.

DELIVERY PROCESS

① Order Confirmation

After completing your purchase, you will receive an order confirmation email. This email will contain important details, including your order number, customer service information and access to view/change your order.

② Delivery Scheduling

Shortly after your purchase, a representative will reach out to you within 8-10 business days either via email, text or call to schedule a convenient delivery date and time slot. They will work with you to find a timeframe that fits your schedule.

③ Delivery Day Communication

As your scheduled delivery day approaches, you will receive a reminder communication confirming the delivery date and time.

④ Pre-Delivery Call

On the morning of your scheduled delivery, you can expect a courtesy call from the delivery team. They will provide you with a more precise estimated time of arrival, allowing you to plan your day accordingly.

⑤ Professional Delivery Team

On the scheduled day, a team of trained professionals will arrive at your home to deliver your Tempur-Pedic® mattress. They will handle all aspects of the delivery process, including careful handling, transportation, and setup.

⑥ Setup and Installation

The delivery team will carefully set up your new mattress in your desired room.

⑦ Inspection and Approval

Once the setup is complete, the delivery team will invite you to inspect the mattress and the setup to ensure everything meets your expectations. They will answer any questions you have about your new mattress.

⑧ Old Mattress Removal

If you opted for mattress removal as part of the In-Home Delivery service, the team will also remove your old mattress and dispose of it responsibly. We can move it to another room if that's preferred.

⑨ Enjoy Your New Mattress

With your new Tempur-Pedic® mattress expertly delivered and set up, all that's left to do is enjoy the unparalleled comfort and support it provides for a restful night's sleep.

Let us take care of the logistics so you can focus on getting the best sleep of your life.

GETTING READY CHECKLIST

Preparing for the delivery of your new Tempur-Pedic® mattress can help ensure a smooth and hassle-free experience.

Here's a comprehensive checklist to help you get ready:

Once your new product(s) arrives, inspect it and sign off on the delivery waiver. After delivery is complete, we encourage you to register your new product(s). Once registration is complete, the only thing left to do is enjoy!

BEFORE DELIVERY DAY

- [ ] **Confirm delivery date**
  Ensure you have the correct delivery date and time slot scheduled for delivery service.

- [ ] **Clear pathways**
  Clear the pathways leading to your bedroom, hallway, and any other areas the delivery personnel will need to access.

- [ ] **Make a plan for your old mattress**
  Our delivery team can either move it to a different room or haul it away and dispose of it for you.

- [ ] **Ensure you have a solid foundation**
  Ensure that your bed foundation or base is sturdy and appropriate for a dense mattress like a Tempur-Pedic®.

- [ ] **Power base consideration**
  If ordering a power base, carefully assess its placement and take note of the proximity to power outlets for convenient operation.

- [ ] **Measurements**
  Prior to purchasing your new mattress, take precise measurements of your existing bedframe, doorways, and any tight spaces to guarantee a seamless fit for your new mattress within the designated area.

ON DELIVERY DAY

- [ ] **Be available**
  Ensure you're home and available during the scheduled delivery window. If you can't be there, make arrangements with someone you trust to receive the delivery on your behalf.

- [ ] **Communication**
  Keep your phone nearby in case the delivery personnel need to contact you for any reason.

- [ ] **Pets**
  Plan for pets to be in a separate area during the delivery process to avoid any disruptions or safety concerns.

- [ ] **Remove bedding from your old mattress**
  Remove the sheets, bed skirts, and other bedding from the old mattress and foundation so the delivery team can easily remove them from your home

- [ ] **Space preparation**
  Ensure the bedroom is ready for the new mattress. Remove any decorative items that may obstruct or hinder delivery from walls and areas surrounding the bed.

- [ ] **Direction**
  Provide clear directions to the delivery personnel on how to access your home and bedroom.

- [ ] **Placement**
  Direct the delivery personnel on where you want the new mattress placed in your bedroom.

YOUR FIRST NIGHTS WITH TEMPUR-PEDIC®

Adjusting to a new Tempur-Pedic® mattress may take some time if you're accustomed to a traditional mattress. As you rest on the mattress, it will adapt to your body's weight and temperature, molding itself to your contours and providing a more natural feel. This initial "break-in" phase typically lasts a few weeks, during which the TEMPUR® cells fully open up to efficiently accommodate temperature fluctuations and varying weights.

It's worth noting that even after this break-in period, your mattress maintains its original responsiveness, offering a fresh feel each day. The conforming support of the TEMPUR® cells remains consistent throughout the mattress's lifespan.

While you might experience slight soreness during the first week or two as your body acclimates, you'll soon enjoy some of the most restful sleep you've ever had.

Here are some tips to make the mattress break-in process more comfortable:

Apply Gentle Pressure

To help the memory foam adjust before sleeping on it, consider applying some pressure by gently walking or crawling on the mattress. If this isn't feasible, you can place weighted items on the mattress and move them periodically.

Adjust Room Tempurature

Tempur-Pedic® mattresses are heat-sensitive, which affects their ability to conform to your body. Slightly raising the room temperature can make the foam more pliable and aid in the break-in process. However, avoid excessive heat that could disrupt your sleep.

Select Lightweight Sheets

Opt for lightweight and breathable sheets. These will allow body heat to transfer effectively, promoting better interaction between your body and the foam. This, in turn, enhances the mattress's ability to conform to your unique shape and positively impacts your sleep quality.

Stable Bed Foundation

Ensure that your bed foundation is sturdy and appropriate for a dense mattress like a Tempur-Pedic®. An unstable foundation can cause sagging, uneven firmness, and sliding of the mattress. If your bed frame isn't up to par, consider replacing it to maintain the mattress's performance.

Consistently Sleep on It

The initial nights of sleeping on your new mattress can be challenging. While this might be discouraging, consistent use of the mattress is essential for a quicker break-in process. Just like a new pair of shoes, your new sleep surface won't naturally break in on its own—you need to sleep on it consistently.

By following these steps, you'll help your new Tempur-Pedic® mattress adjust more comfortably, paving the way for your best sleep experience ever.

FREQUENTLY ASKED QUESTIONS

ORDERS

How long will it take to receive my order?

After placing your order, please allow approximately 2 – 4 weeks for delivery.

Who do I contact if I have an issue with my order?

Please call us at 866-660-7800 Monday - Friday (9am-8pm EST) and Saturday (9am-5pm EST).

MATTRESSES

How long will it take to get used to my new mattress?

If you're used to a traditional mattress, your new Tempur-Pedic® mattress may take some getting used to. We ask you to try it for 30 nights, and if you don't love your new mattress, call us at 866-660-7800. As you sleep on the mattress, it will respond to your body weight and temperature, conforming to your body, and feeling more "natural". This "break-in" period lasts for a couple of weeks. During this time, the TEMPUR® cells are fully opening—so they can optimally adjust to temperature changes and weight. It's important to note that after it's completely broken in, your mattress retains the responsiveness it has straight from the factory, so it feels more like new every day. The TEMPUR® cells offer their conforming support throughout their life.

My new mattress has a slight odor. How long will it last?

TEMPUR-Material™ can have a slight odor after it is manufactured. This smell is normal and harmless, and it usually disappears before the product reaches you. If you notice this odor, know that it will dissipate in a week or two. Sometimes it's helpful to "air out" your mattress for a couple of days, leaving the sheets off when you're not sleeping on it. use the mattress with a conventional box spring.

Will your mattress make me hot?

We get this question often, but in fact, sleeping warm on a Tempur-Pedic® mattress is not an issue that our owners raise frequently. Our mattresses are designed to respond to your body temperature, which activates their ability to conform to your body, offering support and reducing pressure points. It's worth noting that with the improved support and reduced pressure points on your body, sleeping on our mattresses may help increase circulation. You may find you need fewer covers—and it may even help your cold hands and feet in the cooler months. If you feel warmer, try using fewer covers.

Should I use a mattress protector with my mattress?

We do recommend using a mattress protector to protect against spills.

How do I unzip the mattress cover to remove it?

The Tempur® Cloud Supreme and Tempur Contour Supreme have a removable top cover that is removable and machine washable. When you unzip the mattress cover, you may find that removing it completely can be a bit tricky. Once you unzip the cover and reach the end of the zipper, pull at an angle to unlatch the zipper pull from the zipper itself.

My mattress feels softer than when I first bought it. Is it breaking down?

One of the most wonderful things about a Tempur-Pedic® mattress is that it returns to its usual shape time after time, so it's more like sleeping on a new mattress every night. When you first get your new mattress, some of the cells in the TEMPUR® material may not have opened fully—this is simply a result of the manufacturing process. With use, the cells open more fully and respond more readily to your body weight and temperature. Don't worry – after a matter of weeks, the mattress will be fully adjusted (so it won't continue to feel softer and softer). And whether your mattress is brand new or years old, you'll get the support your body needs for a relaxing night's sleep.

MATTRESSES (CONT.)

Can I fold my mattress?

If you're moving the mattress, yes you can fold it. Be sure to fold it with the top side facing in on itself. If the mattress sits folded in cold weather for hours, do not try to force it to "unfold" when you place it in your room—it will naturally return to its original shape over the course of a couple of hours.

Can I use my current frame with my Tempur-Pedic® mattress?

Yes. We design our mattresses to fit most standard size bed furniture and frames. Unless your product was not designed for the U.S. market, or is an unusual size, our mattresses should fit.

If you have any questions about whether a Tempur-Pedic® mattress will fit your bed or furniture frame, we recommend that you refer to the specific product dimensions.

If you choose not to purchase our foundation, you must position the mattress on a completely flat, solid surface with adequate center support.

If you have a slatted foundation, we recommend using slats that are at least 3 inches wide and are no more than 4 inches apart.

Please note that using the mattress without a Tempur-Pedic® foundation or similar firm, solid-surface, non-spring base may void the warranty.

Can I use a box spring with my mattress?

We recommend all Tempur-Pedic® mattresses are used with an approved Tempur-Pedic® foundation or you can place your mattress on a platform frame. You can also place your mattress on a platform frame that is solid and sturdy, or you can use a slatted foundation/ platform as long as the slats measure to at least 3 inches in wide and are no more than 4 inches apart.

Can I use your mattresses with a wall bed?

Yes, our mattresses work with wall beds, as long as the flat wooden frame is strong enough to adequately support the mattress. We recommend that you do not fold the bed into the wall each morning, since the mattress is best protected by resting on a flat horizontal surface at all times.

It looks like my mattress is sagging in the middle. What is causing this?

If there is sagging, it is likely because the mattress is not properly supported on a flat solid surface that can adequately support it. That's why we highly recommend using a Tempur-Pedic® foundation with your mattress to provide the support it needs to perform as designed. If the mattress is properly supported, significant sagging of more than 3/4" may be a sign of a warranty issue.

Can I purchase the split mattress sizes separately?

Currently, the split mattress sizes are not sold separately at Costco.

FOUNDATIONS

What is a foundation?

Our foundations look similar to a standard box spring. But instead of the "give" of a box spring, our foundations provide a solid base for our mattresses. Because they're completely flat, they allow the mattress to provide the support your body needs; because they're solidly built, they'll support the mattress without sagging and last for the life of the mattress.

What is the height of the foundation?

The foundations sold with a Tempur-Pedic® set are 9" at Costco.

Can I request a different height foundation?

No, foundations must be purchased with a mattress at Costco.

Can I order a foundation separately?

No, foundations must be purchased with a mattress at Costco.

FOUNDATIONS (CONT.)

How much weight will your foundation hold?

Foundations are designed to support up to 400 pounds for smaller and split sizes and up to 800 pounds for Queen sizes and larger.

Can I use my existing foundation?

Yes. You must be sure to position the mattress on a completely flat, solid surface with adequate center support.

I have a platform bed. Do I have to buy your foundation?

If your platform bed has a solid surface and strong center support that can properly support the mattress, you can use it instead of a foundation. However, if the platform bed uses slats to support the mattress, you may be using an improper foundation that will void your warranty.

ADJUSTABLE POWER BASES

What are the benefits of a adjustable base?

Our power bases can be useful to anyone and everyone. No matter your preferences, power bases can provide different benefits including comfort, convenience, and ease of getting out of bed.

What are adjustable bases used for?

Perfect for sleeping, reading, watching TV, and much more.

How do adjustable beds work?

It's simple. Adjustable bases are motorized, ergonomic and remote-controlled. Technology does all the work. You just press a button, and it'll raise and lower your adjustable bed into any position you can dream of.

Which mattresses can be used with your adjustable base?

All Tempur-Pedic® mattresses can be used with your base.

Can I order the adjustable base separately?

No. The base is not sold separately at Costco.

What is the weight limit of your adjustable base?

Our power bases support up to 650 lbs. each (Twin, Twin Long, Double, Queen, and Split/Dual CA King bases).

All adjustable bases will structurally support the recommended weight distributed evenly across the head and foot sections. Adjustable base products are not designed to support or lift this amount of weight in the head or foot sections alone.

Will the adjustable base fit inside my bed frame?

Our bases are compatible with solid frames or frames that have removable slats. We have found that the power bases fit inside most modern bed frames. However, they may not fit inside antique bed frames or other non-standard frames. We recommend you measure the inside of the bed frame and compare to the measurements of the base to be sure the power base will fit.

Below you can find the dimensions of our power bases for the size you need. You can compare the dimensions below to the measurements of your current bed frame to see what works best for you!

Queen - 59.5" x 79.5"
Split King - 37.5" x 79.5" each piece *(2 pieces, vertically split)*
Split CA King - 35.5" x 83.5" each piece *(2 pieces, vertically split)*
**Dimensions of each individual base may vary.*

Please Note: Bases are purposefully built to slightly smaller dimensions than the corresponding mattresses they support to ensure compatibility with bedroom furniture.

What is the height of the adjustable base?

The total height including the 12" legs is 15.25"

Can I adjust the height of the adjustable base?

Yes. Legs are shipped fully assembled at 12". Alternative heights can be met by removing in 3" increments.

ADJUSTABLE POWER BASES (CONT.)

What do I do if my adjustable base or remote stop working?

If one or more of the functions on the bed base have stopped operating:

- Check under the bed base to verify that the wired connections are secure and that there are no cords or bedding obstructing the movement of the base.
- Check to ensure the green LED light is illuminated on the control box. If there is no light, verify that the input and power cords are properly connected.
- Unplug the base for 1 minute to reset the electronic components.
- Plug bed base into a different electrical outlet, or test current outlet with another working appliance (a grounded, electrical surge protector is recommended).

If one or more of the functions on the bed base have stopped operating:

- Ensure that your remote batteries are properly installed or do not need replacing.
- Ensure Child Lock feature is not enabled.

If these tips do not help, we recommend taking a look at your user manual first. If you do not have access to your user manual you can find it HERE. If you still have issues with your base, let us know and we can assist further at 866-660-7800 Mon-Fri (9am-8pm EST) and Sat (9am-5pm EST).

Does the adjustable base include headboard brackets?

No. Please contact our customer service team at 866-660-7800 for more information on these parts.

What is a split adjustable base?

Just like split king mattresses, a split adjustable base is great for couples who have different comfort needs. A split adjustable bed allows both you and your partner to customize each side of the mattress to achieve personalized support independent of what the other prefers.

PRODUCT CARE

Can I flip my mattress?

Our mattresses are not designed to be flipped and should not be flipped. You may choose to rotate your mattress if you'd like, though it is not necessary.

How do I clean a spill on my mattress?

If you spill liquid on your mattress, please follow the steps listed below.

We would like to note that because the mattress should never become wet, we can't promise that these steps will completely remove the stain or odor.

Step 1 - Use a towel or fabric to soak up additional liquid.

Step 2 - Remove cover or spot treat.

If your mattress has a removable cover, remove it and wash if washable.

If washable, you may machine wash the cover with cold water and mild detergent. It can be laid flat to dry or tumble dried on low heat.

If your cover is not removable/washable, spot treat the affected area and try to keep the mattress from getting more wet than it already is. Do not soak the area.

Step 3 - Let mattress air dry.

Once excess moisture is removed, let the mattress air dry. To speed up the drying process, place a fan so that it blows on the mattress.

TEMPUR-Material™ should never become wet.

This process can be used for our mattresses, toppers, and pillows. TEMPUR-Material™ itself should never be soaked or washed but some covers may, if they are removable and washable.

Our products have tags that list if the cover may be washed or may describe what care it can have.

PRODUCT CARE (CONT.)

Can I use a heated blanket on my mattress?

We do not recommend using an electric blanket or heating pad with your mattress. Due to the temperature-sensitivity of the TEMPUR-Material™, adding high heat can hinder its ability to react to your body temperature and conform to your body shape.

If you ever do use an electric blanket or heating pad, we recommend limiting its use to 30 minutes, and only on low or medium heat.

WARRANTY

How long is the mattress and foundation warranty?

10-year limited warranty. For more details, please refer to the warranty card here.

Do I need to register my mattress?

It is not required, but you can register your Tempur-Pedic® mattress to register your warranty and archive your purchase documents.

1. Go to REGISTER.TEMPURPEDIC.COM/WELCOME
2. Follow the instructions to complete your registration.
3. Relax, enjoy your best night's sleep and your full Tempur-Pedic® sleep experience.

Who do I contact if there's an issue with my product?

Please contact us at 1-866-660-7800 Mon-Fri (9am-8pm EST) and Sat (9am-5pm EST).

When I get a warranty replacement, do I receive a new warranty?

If you are approved for a warranty replacement and you receive an even exchange, you would continue to have the original warranty period from the original purchase.

TEMPUR-PEDIC®

