

The **TRUTH** about **WARRANTIES, HOME DELIVERY, RETURNS & EXCHANGES**

Optional Five Year Protection Plan:

Most stock products come with a one-year manufacturer warranty (excludes rips, stains and tears). Items marked as clearance, floor samples, showroom or as-is carry no manufacturer warranty

rips, stains and tears) a Five Year Protection Plan is available for purchase on most merchandise, excluding mattresses.

me. The protection plan CANNOT be added to this order AFTER PICK UP OR DELIVERY.

For accidental damage within the first year, or anything after.

Call GBS Enterprises at 1-888-585-9488.

_____ (customer initials)
I DECLINE TO PURCHASE the plan. The Protection Plan has been offered and explained to

To file a Plan claim:
For defects within the first year:
Call The Dump Service at 1-800-768-0348.

To further protect your furniture investment, (including accidental

Home Delivery:

We partner with the experts, HDL and UST, to do your local delivery. Regarding your scheduled delivery date, we ask that you confirm your availability to accept delivery **2 days prior** (we will attempt to contact you by telephone). If we do not receive confirmation at that time, you may contact the store at any time until 24 hours before the scheduled

date, or delivery will be postponed. Orders cancelled within 24 hours of delivery or not at homes are subject to a restocking fee of 15% of the purchase. Delivery fees are non-refundable. The Dump assumes no responsibility for delivery damage to Floor or Clearance Merchandise and you are encouraged to arrange your own delivery of such merchandise.

Customer Pickup:

____ (customer initials)
I CHOOSE TO PICK UP and transport my product. As an alternate, ____ (customer initials) I choose to engage PICKUP® or an alternative service to arrange transport. I understand that in either case, title to the items purchased transfers at the time The Dump tenders the items to me, or my agent.

The Dump assumes no responsibility or liability for loading or transport. Transfer orders not picked up within 5 days of scheduled pickup, or which are canceled within 48 hours of scheduled pickup, are subject to a non-refundable re-transfer fee.

Returns & Exchanges:

We require you to inspect & report damages or defects on the day of pickup or before the delivery driver leaves your home, by contacting a Dump representative at 1-800-768-0348.

Only stock items that are damaged or defective may be exchanged or professionally restored, at our discretion (every piece is unique, and natural materials may vary from piece to piece; items will not be exchanged for slight variations and natural imperfections in wood

grain, leather and fabric dye lots or any other general aesthetic reasons). Floor sample, clearance and as-is product are sold "as-is" with no future obligation on the part of The Dump. It's your responsibility to ensure that all items fit through doors and

stairways and will fit into your room. Refused deliveries will be subject to a restocking fee of 15% of purchase price; delivery fees are not refundable.

Special Orders:

Some furniture and sizes of mattresses and rugs are special order. All special orders require a 50% non-refundable deposit.

Mattresses:

All mattress sales are final. The Dump will assist in submitting claims for any mattress sold with a manufacturer's warranty.

We strongly recommend the use of a mattress pad to protect your bedding. Rips, tears or stains, or the removal of the law tag voids all manufacturer warranties.

Rugs:

Rugs may be exchanged or returned within 48 hours with a 15% restocking fee. This can be applied to the purchase of another rug of equal or greater value.

This sale is subject to The Dump's Terms and Conditions in effect on the date of the sale, which are incorporated in full by this reference. The Terms and Conditions are available at www.thedump.com/sale-terms-conditions and will also be made available to you on site at our store locations upon request.

_____ (customer signature)

_____ (name print)

_____ (date)

BEDDING COMFORT EXCHANGE POLICIES

Qualifying Serta iComfort National Line Mattresses

RULES FOR USE OF COMFORT EXCHANGE

- If you are unsatisfied with the comfort of your iComfort mattress (and you have slept on it for at least 30 days), you may exchange the mattress (within 120 days of the initial purchase date) for any like-product or above product that we have available.
- Exchanges are permitted for comfort only. Any warranty issues are to be handled directly by Serta. You may contact them by use of the applicable information provided on your warranty card that is included with your mattress.
- This policy allows for only the Serta iComfort mattress. Any other product offered within the initial purchase cannot be returned and the cost of any of these products will be deducted from your refund and/or store credit.
- Serta Adjustable bases are not refundable or returnable; all warranty claims are to be handled directly with Serta. The warranty information guidelines are included with the adjustable base.
- Comfort exchanges are a one-time opportunity.
- Serta iComfort pillows are not refundable or returnable.

ADDITIONAL RULES

- If you choose a more expensive mattress, you will have to pay tax and delivery if applicable. All mattress products chosen for exchanges will be at regular selling prices and must be at least equal to the original selling price of the Serta iComfort.
- A \$149.00 return fee and a \$50.00 pick-up fee plus applicable tax and delivery will be charged against any in-store allowable credit.

Qualifying Tempurpedic National Line Mattresses

RULES FOR USE OF COMFORT EXCHANGE

- If you are unsatisfied with the comfort of your Tempurpedic mattress (and you have slept on it for at least 30 days), you may exchange the mattress (within 90 days of the initial purchase date) for any like-product or above product that we have available.
- Exchanges are permitted for comfort only. Any warranty issues are to be handled directly by Tempurpedic. You may contact them by use of the applicable information provided on your warranty card that is included with your mattress.
- This policy allows for only the Tempurpedic mattress. Any other product offered within the initial purchase cannot be returned and the cost of any of these products will be deducted from your refund and/or store credit.
- Ergo Adjustable bases are not refundable or returnable; all warranty claims are to be handled directly with Tempurpedic. The warranty information guidelines are included with the adjustable base.
- Comfort exchanges are a one-time opportunity.
- Tempurpedic pillows are not refundable or returnable.

ADDITIONAL RULES

- If you choose a more expensive mattress, you will have to pay tax and delivery if applicable. All mattress products chosen for exchanges will be at regular selling prices and must be at least equal to the original selling price of the Tempurpedic.
- A \$149.00 return fee and a \$50.00 pick-up fee plus applicable tax and delivery will be charged against any in-store allowable credit.

All Other Mattresses

- There are no comfort exchanges offered on any other mattresses, foundations, or adjustable bases (except Serta iComfort national line and Tempurpedic national line).
- All mattress sales are final. We will assist in submitting claims for any mattress sold with a manufacturer's warranty.
- We strongly recommend the use of a mattress pad to protect your bedding. Rips, tears or stains, or the removal of the law tag voids all manufacturer warranties.

****Initially, your new mattress may feel firmer than the floor sample tested in our store location. Please keep this in mind as you sleep on your new mattress during the initial period of use. The materials will gradually conform to your individual weight and body temperature in order to give you your own individualized sleeping experience.*