



### THE DUMP: BEST PRICE UPFRONT

At The Dump, we're committed to delivering high-quality products you'll love at the lowest possible price.

**To keep our prices low, we do not accept returns or exchanges.**

It is our desire to do it right- the first time! To ensure a successful delivery, please carefully measure all pieces and confirm everything will fit in your home and through any necessary pathways to your room of choice. Remember to test for comfort and make an informed decision about color, style, and lighting variations before placing your order. Returns on day of delivery will not be accepted.

Many of our products are unique and are crafted with natural materials. Slight variations and natural imperfections in wood grains, leather, stitching, pilling, finishes, and fabric dye lots are not defects. All merchandise has met factory standards and artisan expectations. Exchanges for any of these aesthetic reasons will not be authorized.

Floor samples (including one of kinds, last chance, and clearance merchandise) are sold as-is and cannot be returned or exchanged. Please inspect all floor samples- your signature upon purchase is your acknowledgement of product's condition.

Customers picking up must pick up within 7 days of scheduled pickup date. Items must fit inside the vehicle or closed trailer. We do not provide tie-downs. Should you choose/arrange an outside service to pick up and transport your merchandise, you must notify us with that information. Understand The Dump assumes no responsibility or liability. All Transit damages are not covered under any warranty.

Deliveries canceled within 48 hours of your scheduled delivery date, attempted not-at-home deliveries, and day of delivery refusals will be subject to a 20% restocking fee. The initial delivery fee is non-refundable. If re-delivery is needed, an additional delivery fee will apply.

**All vendor defects and damages must be reported to Customer Care within 24 hours of pick up or delivery.**

#### SPECIAL ORDERS:

All Special Orders must be paid in full and may not be canceled. All orders, including financed orders require a 33% non-refundable deposit, paid by cash, check or credit card.

#### MATTRESSES:

The Dump will assist in submitting claims for any mattress sold with manufacturer's warranty. Ensure you protect your investment by purchasing a mattress protector (pad). Rips, tears, stains, or removal of the law tag voids all manufacturer warranties.

#### RUGS:

Rugs may be exchanged or returned within 5 business days with a \$50 handling fee, which can be applied to the purchase of another rug of equal or greater value.

**Please note the following additional terms and conditions for exchanging or returning a rug:**

- Rug exchanges are a one-time opportunity.
- If you choose a more expensive rug, you will be responsible for any price difference at time of reselect.
- Rug pads are not refundable or returnable.

### PROTECT YOUR INVESTMENT

At checkout you choose either:

#### 5-Year Protection Plan

- **Unlimited service on qualified accidents**  
*Covers accidental stains, tears, and more!*
- **Free in-home professional repair visit(s)**
- **Replacement with approval if unable to repair**
- **Price changes, taxes, and delivery fees may apply**
- **Quick & easy online claim support**  
*myprotectall.com/claims*
- **Don't use it? Don't lose it!**  
*If you never place a claim, the price you pay for your worry-free protection can be used toward your next purchase*

#### I'll Take My Chances

- **1-year limited warranty**  
*Only for manufacturer's defects on qualified items.*
- **\$100 trip fee per visit**
- **Covers only in-home inspection & repairs within the first year**

If customer declines 5-Year Protection Plan, please sign.

**Customer Signature** \_\_\_\_\_

You acknowledge you have been given an opportunity to read a fully completed copy of your sales invoice and the related Terms and Conditions that can be found at <https://www.thedump.com/fine-print/terms-conditions/>. You agree to be bound by both the invoice terms as well as the Terms and Conditions of The Dump and/or any of its affiliates.

**Customer Initials** \_\_\_\_\_

## BEDDING COMFORT EXCHANGE PROGRAM

### Qualifying Serta iComfort & Arctic 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.
- 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.

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### Qualifying Tempurpedic and Stearns & Foster 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 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.
- 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.

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### 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.

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*\*\*\*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.*