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## FREQUENTLY ASKED QUESTIONS

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**Model Name** = Beautyrest Recharge Bayshore Plush

**White Glove Delivery** = The delivery and set up of your new Beautyrest mattress in the room of your choice as well as removal of your existing mattress if needed. Removal is a 1:1 ratio

**Experience Recharging Sleep:** Recharging Sleep comes from the perfect combination of conforming back support and temperature control found in Beautyrest mattresses.

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**Q: How does this mattress compare to other models (any model provided)?**

A: I'm sorry but we cannot provide exact comparisons to other models in the marketplace. In order to help you make this determination do the following. First, make sure you are looking at a Simmons Beautyrest Recharge "Plush." Secondly, compare the coil counts and foam layers (make sure the mattress you are comparing has AirCool "Memory Foam"). The Simmons Beautyrest Recharge Bayshore Plush contains the following foam upholstery layers: 1 layer of fire resistant fiber, 2 layers of 1" thick AirCool Foam, 1 layer ½" GelTouch foam, 1 layer ½" AirCool memory foam, 1 layer of 2" plush comfort foam, 2 layers of ½" Gel Touch Foam, and 2 layers of ½" Energy Foam

**Q: How many pocketed coils does this mattress have?**

A: Twin = 422 density, Full = 617 density, Queen = 800 density, King = 1047 density, Cal King 1077 density.

**Q: What is the gauge of wire used for the pocketed coils?**

A: Each pocketed coil is made with 15.5 gauge high carbon fiber steel. The 15.5 gauge steel is used to create Plush comfort feels.

**Q: What are the layers of foam in this mattress?**

A: 1 layer of fire resistant fiber, 2 layers of 1" thick AirCool Foam, 1 layer ½" **GelTouch** foam, 1 layer ½" **AirCool memory foam**, 1 layer of 2" plush comfort foam, 2 layers of ½" Gel Touch Foam, and 2 layers of ½" Energy Foam

**Q: Delivery is estimated to take 2 ½ weeks. I will not be ready to accept delivery at that time; can I delay my delivery to a future date?**

A: No, You must be ready and able to accept delivery no later than 3 weeks from your purchase date

**Q: I will be moving soon and do not yet know my address. Can I order now and provide me new address at a later time?**

A: No, you must know and provide your delivery address at time of purchase. Your ship to address determines the delivery agent Simmons ships the mattress to. If your address changes your mattress may ship to the wrong agent and delay satisfying your order and/or lead to the need of cancelling and refunding your order.

**Q: What is the warranty on this mattress?**

A: The Beautyrest Recharge Bayshore plush mattress comes with a 10 year manufacturer warranty

**Q: What does the warranty cover?**

A: The warranty covers structural defects in the mattress. The most common warranty claim is from sagging in the mattress. Body impressions are normal wear and tear on a mattress but if the sag measures 1 ½" or greater it is deemed defective and your mattress will be replaced. The warranty does not cover comfort issues.

**Q: What if I don't like this mattress, can I return it?**

A: All sales are final. Returns are only authorized if the product is damaged or defective. There are no returns or exchanges due to comfort or personal preference.

**Q: If I buy the bed today, can I have it delivered by the (insert date)?**

A: We cannot guarantee a specific delivery date. Most orders are delivered within 2 ½ weeks from the purchase date

**Q: Can I have this bed delivered on a Friday (or any other specific day requested).**

A: We cannot guarantee a specific delivery date

**Q: Can I buy the mattress without the box spring?**

A: Unfortunately No, this is offered in complete sets only. If you purchase this deal, the box spring (foundation) will come with the mattress. Should you decide to purchase the complete set you don't have to use the box spring, but it will be delivered. This is such a good deal that you may still want to strongly consider purchasing the entire set.

**Q: Does this mattress have padding on both sides? Can you flip this mattress?**

A: Actually no, this mattress is built so well you NEVER have to flip or rotate it. Most major mattress manufacturers followed Simmons after Simmons became the first to build a no flip no rotate mattress in the year 2000.

**Q: How thick is this mattress and do I need special sheets to fit it?**

A: This mattress measures roughly 13.5" thick and standard sheets and mattress pads should fit it just fine. If you are planning to purchase new linens, look for sheets that fit up to 13-15" thick mattress.

**Q: Is this mattress soft, medium, or firm?**

A: This mattress is designed to be a plush Beautyrest mattress. It uses our 15.5 gauge high carbon fiber steel for the coils which provides a plush feel. However, we use so many coils compared to other manufacturers that the mattress is more of a medium plush feel. On a scale of 1-10 where 1 is the softest and 10 is the firmest this mattress would be estimated at a "5." Coil Counts (Twin = 422 density, Full = 617 density, Queen = 800 density, King = 1047 density, Cal King 1077 density).

**Q: Does the manufacturer ship / deliver the mattress?**

A: Simmons manufactures the mattress then ships to a Nationwide network of delivery agents. Once the delivery agent receives the mattress set from Simmons, the delivery agent will call you to schedule delivery.

**Q: Does the picture on the offer page represent what the actual mattress will look like?**

A: Yes other than being offered in standard sizes, the picture is an actual representation of what your mattress will look like. The image shown is a Queen size mattress set.

**Q: I have a hospital style adjustable bed that raises up and down. Will this mattress set work on an adjustable base?**

A: All Beautyrest mattresses are compatible and will work with Hospital style adjustable bases. The box springs will not. This deal is sold in complete sets so if you purchase, please understand that there is not an option to purchase the mattress only.

**Q: Can I use the mattress only on a platform bed?**

A: The deal is only available in complete sets so your purchase will include the box springs. However, as long as you understand that, you may use just the mattress on a platform bed.

**Q: What is the composition of outer covering of mattress?**

A: The fabric cover is a combination of cotton, polyester, and rayon and is a stretch knit with a jacquard weave

**Q: What is the difference between a King and Cal King?**

A: King Measures roughly 76" w X 79.5" L / Cal King measures roughly 72" w X 83.5" L. The Cal King is 4 inches longer and 4 inches narrower than a King. If you are tall and need extra length you might consider a Cal king. However, if width is more important to you, you should consider a King.

**Q: How soon after my order will I be contacted for delivery?**

A: Most orders ship to the delivery agent in 7 business days from when you place order. You should receive an automated call in roughly 3 business days stating that your order is in process and then once the delivery agent receives your mattress, they will call you to set up the actual delivery date (7-10 business days)

**Q: Is removal of my current mattress included with delivery?**

A: Yes, removal of your old bedding is included with the White Glove Delivery service. This includes your mattress and box spring.

**Q: What does "Recharge" mean?**

A: Recharge is a level of Beautyrest that basically is a sub brand under the Beautyrest umbrella. Any Beautyrest product with Recharge in its name means that it has the Recharge Sleep System. The Recharge Sleep system is a combination of legendary pocketed coils, AirCool Foams, and the AirCool sleep system. For more information please visit [www.beautyrest.com](http://www.beautyrest.com)