



Engineered with input from the National Sleep Foundation to help solve 5 common sleep problems

What if there was a mattress designed to address some of the common problems that can disrupt a peaceful sleep? Serta has joined forces with the National Sleep Foundation to design the all-new Perfect Sleeper®, the Only Official Mattress of the National Sleep Foundation, engineered to help solve 5 common sleep problems—tossing & turning, lack of support, sleeping too hot or too cold, partner disturbance and mattress roll-off or sag.

FREQUENTLY ASKED QUESTIONS

Model Name = Serta Perfect Sleeper Larkdale Eurotop

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

Specifications

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 Serta Perfect Sleeper Eurotop Mattress. Secondly, compare the coil counts and foam layers. The Serta Perfect Sleeper Larkdale Eurotop contains the following layers: 1" Serta PillowSoft foam, 1/2" Cool Twist gel memory foam and DuoCore individually wrapped coils.

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

A: 1" Serta PillowSoft foam and 1/2" Cool Twist gel memory foam

Q: How many pocketed coils does the mattress have?

A: Twin 514 | Full 714 | Queen 886 | King 1099 | Cal King 1106

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

A: Each pocketed coil is made with 15 ½ gauge steel.

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

A: The fabric cover is a combination of cotton, polyester, and rayon.

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

A: The mattress is 12" in height. You do not need special sheets to fit it.

Q: Is this mattress soft, medium or firm?

A: The mattress is Eurotop. On a scale of 1 (most firm) to 10 (most soft), the bed is a 6.

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.

Warranty and Support

Q: What is the warranty on this mattress?

A: The warranty is 10 years.

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

A: Actually no, this mattress is built so well you NEVER have to flip it.

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

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

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: 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 the just the mattress on a platform bed.

Q: I have an adjustable base which I can raise up and down. Will this mattress set work on an adjustable base?
A: All Serta mattresses are compatible and will work with 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: 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.

Delivery

Q: Does the manufacturer ship/deliver the mattress?
A: Serta manufactures the mattress then ships to a nationwide network of delivery agents. Once the delivery agent receives the mattress set from Serta, the delivery agent will call you to schedule delivery.

Q: How soon after my order is placed will I be contacted for delivery?
A: Most orders ship to the delivery agent in 7 business days from when you place your order. You should receive an automated call in roughly 3 business days stating that your order is in process. Once the delivery agent receives your mattress, they will call you to set up the actual delivery date (7-10 business days).

Q: Delivery is estimated to take 2 ½ weeks. I will not be ready to accept delivery at that time. Can I delay my deliver 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 my new address at a later time?
A: No, you must know and provide your delivery address at the time of purchase. Your ship to address determines the delivery agent which Serta will ship your mattress to. If your address changes your mattress may ship the wrong agent.

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 day requested)?
A: We cannot guarantee a specific delivery date.

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.