

FREQUENTLY ASKED QUESTIONS

Model Name = Sealy Posturepedic Doswell Cove Cushion Firm Euro PT

White Glove Delivery = This delivery includes set up of mattress and foundation, removal of packaging materials, and removal of 1 set of conventional bedding. Waterbeds and airbeds cannot be removed.

Specifications

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

A: This mattress is in the Gel Series of the Posturepedic line.

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

A: This mattress features high density pre-stressed foams as well as a Core Support center containing Gel memory foam that provides additional support where it is needed it the most.

Q: How many pocketed coils does the mattress have?

A: This mattress uses the Posturepedic APEX Individually wrapped coil unit, which contains 434 coils in a twin size, 589 in a full size, 704 in a queen size, 896 in a King Size, and 884 in a Cal King size.

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

A: This coil is a 14.25 gauge coil.

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

A: The outer covering uses cotton knit ticking.

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

A: This mattress is 13.5" thick. When purchasing new sheets, make sure they are a "deep pocket" set to ensure they will fit on this mattress

Q: Is this mattress soft, medium or firm?

A: This mattress rates a 4 (slightly on the firmer side).

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

A: King measures 76" x 80"; Cal King measures 72" x 84".

Warranty and Support

Q: What is the warranty on this mattress

A: This mattress set contains a 10-year non-prorated warranty.

Q: What does the warranty cover?

A: This mattress covers structural defects such as excessive sagging.

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

A: This is a non flip mattress and the comfort materials are only found on one side.

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

A: All sales are final.

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

A: This bed is sold in sets only.

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

A: Yes you can, however this is sold in sets only

Q: I have an adjustable base which I can raise up and down. Will this mattress set work on an adjustable base?

A: This mattress is compatible with adjustable bases

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

A: The picture on the website resembles what the actual mattress will look like, but may not be exact.

Delivery

Q: Does the manufacturer ship/deliver the mattress?

A: A third party shipping company will provide the delivery services

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

A: You will be contacted for delivery within 5-7 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: We do not have the ability to store mattresses at the third party delivery company's facilities. At the time you place your order, you should be available to receive delivery within the delivery window

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: Yes. Please provide your address as soon as it becomes available

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

A: We cannot guarantee a specific delivery date. The delivery company will contact you with options once they receive the product.

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

A: We cannot guarantee a specific delivery date. The delivery company will contact you with options once they receive the product.

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

A: The white glove delivery service does include removal of your old set of bedding. Waterbeds and airbeds are excluded for removal.