



8 SAFE MATTRESS DELIVERY PROTOCOLS

The health and safety of our valued customers and team members is paramount to all of us at Connecticut Mattress. Once you've made your purchase, our Delivery Team will continue to provide a safe, comfortable and outstanding experience by adhering to these safe delivery protocols:

- **Pre-Screening and Monitoring:** Prior to any delivery task we will measure our delivery team members temperature and assess symptoms prior to starting work each day (according to CDC guidelines).
- **Masks and Gloves:** Delivery team members will wear masks and disposable gloves while working in your home.
- **Clean and Sanitize:** Delivery team members will use disinfectant in the truck, and hand sanitizer throughout the day.
- **Factory Sealed Packaging:** Your new mattress will arrive at your home in factory sealed packaging. At your request, our delivery team will open and place your purchases as directed and remove the packaging.
- **Contact Free Delivery:** We can deliver your purchase to your front door, garage, storage area, or; into the room of your choice and leave it in the factory sealed packaging.
- **Safe Mattress Removal:** Old mattress removals will be put in bags and taped shut before being placed in our truck.
- **Hands-Free Payments:** To minimize contact, no COD payments will be accepted at the time of delivery. Prior to delivery, all balances due should be paid at the store or by phone (at your purchase location)
- **No-Worry Delivery:** Our scheduling dispatcher is a real, live person that will work with you at time of scheduling to meet all reasonable expectations and ensure your delivery experience is smooth, safe and comfortable.

Our delivery team members are direct employees of Connecticut Mattress, (*not outside contractors*). They have years of experience in exceeding the expectations of our customers and upholding the values of honesty and integrity which are the hallmark and promise of Connecticut Mattress.

Thank you,

Tom & Kathy Wholley
& the employees of Connecticut Mattress.