



90 DAY SLEEP TRIAL

The best way to truly test out a mattress is to sleep on it for a while. Try your Nü Mattress in the comfort of your own home to make sure it is the right mattress for you. If you're not completely satisfied for any reason, here is how you complete a simple return:

1. Call Waterloo Mattress at 1-855-374-3729 or email us at sales@waterloomattress.ca to request a return within your first 90 nights after delivery.
2. One of our representatives will be in touch to provide you with the necessary forms for arranging return
3. Waterloo Mattress will arrange to have the Nü mattress picked up*
4. Once return of the Nü mattress is confirmed, Waterloo Mattress will issue a refund of your order back to your original payment method (less \$50 administration fee)

The Fine Print:

No claims will be accepted within 21 days from the date of delivery. This time is required to allow your body to adjust to your Nü mattress.

Once a customer has made a return within their 90 Night Trial, they are not eligible for another trial on the same product. The 90 Night Trial is non-transferable and any returns require proof of purchase.

Each customer is eligible for one (1) 90 Night Trial for their first Nü mattress order placed on **numattress.com**. Only first orders placed on **numattress.com** with a maximum of three Waterloo Mattress Nü mattresses eligible for the trial. Any orders placed using the same credit card, email address, billing address or shipping address will be considered as being placed by the same customer.

Once a return is requested and the required information has been provided, you will be contacted directly by our pickup partner for your area to schedule an appointment. In urban centers, a partner will usually contact you within 2-5 business days. In rural areas, it may take up to 3 weeks for a suitable pickup partner to be arranged.

While our partners will do their best to accommodate your requested times, pickups will ultimately be subject to their availability, and will occur only during their operating hours (generally weekdays only).

You must accommodate pickup by the partner we selected within 3 weeks of being contacted by this partner, or your return request will be voided. If you are outside of the trial period you will not be eligible to make another return request.

Once the pickup has been completed and confirmed, your refund will be processed back onto the original card used for the purchase. This typically occurs within 5 business days of the pickup. Standard processing time for the funds to be posted by your bank is 3-5 business days.

Any returned Nü mattress will not be eligible for additional subsequent trials (i.e. if you return a Nü Mattress, you will not be eligible for another 90-night trial on future Nü mattress orders).

**Waterloo Mattress reserves the right to donate the returned mattress to a charity of our choosing. In the event that a charity is unavailable, Waterloo Mattress will make every effort to recycle the returned mattress.*