

Comfort Exchange & Return Policy

Archived policy - purchases made before September 6, 2026

Policy version: EVR-POL-CGR-LEGACY-01

ARCHIVED - DOES NOT APPLY TO NEW PURCHASES

Applies to purchases made before September 6, 2026

This archived policy preserves and clarifies the comfort-exchange and return terms previously published by Evrbed. It makes the earlier terms easier to understand without adding restrictions that were not part of the original wording.

Where the earlier wording did not clearly address a specific situation, Evrbed will review the circumstances reasonably and in good faith.

Policy at a Glance

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Comfort exchange	120-day period; one complimentary exchange; additional exchanges allowed with the customer paying shipping under the original wording.
Mattress return	Permitted under the earlier policy; 15% return fee; additional transportation may apply outside White Glove Delivery areas.

1. 120-Day Comfort Exchange

The earlier Evrbed policy stated "Free Exchange For 120 Days." Because Evrbed mattresses are modular, customers were given the opportunity to adjust the mattress rather than replace the entire product.

One Complimentary Exchange

The earlier policy provided one complimentary exchange of eligible support and/or comfort layers during the 120-day comfort period. The original wording described this as "a 1 time free exchange on your support and comfort layers."

Because product terminology and configurations have changed over time, the exact components available for exchange may depend on the mattress configuration originally purchased. If you are unsure which components are eligible, contact Evrbed and we will review the original order.

Additional Exchanges

The earlier policy allowed more than one exchange during the first 120 days and stated: "All we ask is you pay for the shipping and we will get it right." For purchases governed by this archived policy, the customer is responsible for shipping on additional exchanges. The earlier wording did not clearly state that additional product charges would also apply.

How to Request an Exchange

Email Service@evrbed.com. Tell us what you are experiencing and an Evrbed specialist will help determine what adjustment may improve the comfort of your mattress.

2. What Was Not Clearly Defined

The earlier wording did not clearly define a minimum number of nights before an exchange, whether one exchange meant one component or one adjustment event, whether transportation was included with the first exchange, whether exchanged components had to be returned, or exactly which date started the 120-day period. These newer conditions should not be imposed retroactively as strict eligibility requirements.

3. Returns

If Evrbed was unable to get the comfort of the mattress right, customers could request a return by contacting Service@evrbed.com.

Return Fee

Returned mattresses are subject to a 15% return fee. The earlier policy explained that this fee helps offset costs associated with pickup and responsible handling or recycling of returned mattress components.

Return Transportation

Additional transportation charges may apply for customers located outside Evrbed's regular White Glove Delivery areas. Transportation arrangements and any additional charges should be explained before a return is completed.

Return Timing

The original return wording did not clearly state a separate deadline for full mattress returns. If the applicable return deadline cannot be established from the original order documents or other archived materials, the matter should be reviewed rather than applying a newer deadline retroactively.

4. Later Policy Changes

A newer Evrbed policy will not be used to reduce the coverage or benefits that applied to an earlier purchase. Evrbed may choose to provide an earlier customer with a benefit available under a newer policy where we believe doing so is reasonable.

If you are unsure which policy applies to your mattress, contact Service@evrbed.com and we will help confirm the appropriate terms.