

Answers to your most common questions about buying and caring for your mattress.

What should I do to prolong the life of my mattress?
Will I get body impressions in my mattress? What can I do about them?
Why does my mattress sag?
What are the advantages of a single-sided mattress?
Does a mattress have to be firm to be supportive?
How much should I spend on a new mattress?
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Is it really important to not remove the "Do not remove" tag?
Why does my new mattress have an odor?
How do I handle a warranty claim?

Q: What should I do to prolong the life of my mattress?

A: The following suggestions will help prolong the life of your mattress:

- Using a mattress pad or protective cover will help avoid stains, which are not covered by the warranty.
- Rotate your mattress to promote even wear.
- Use a good quality bed frame.
- If your mattress have border wiring. To eliminate bends in the border wiring that surrounds the mattress, avoid sitting or standing on the edge of your mattress or box spring. Warranty does not cover bent border wiring.

Q: Will I get body impressions in my mattress? What can I do about them?

A: In today's plusher mattresses, state-of-the-art foams and fibers conform to the shape of your body to relieve pressure points and provide a more restful night's sleep. If you sleep in the same spot night after night, the fibers and foams will naturally conform to the shape of your body. You can reduce this by occasionally rotating your mattress from end-to-end or top-to-bottom.

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Q: Why does my mattress sag?

A: Several factors can cause mattress sagging, including an improper bed frame, improper center support, a damaged or bent frame or a damaged/broken box spring. Using a proper bed frame with proper center support and taking proper care of your box spring will greatly reduce the chances of mattress sagging. Please refer to the manufacturer's warranty material for further information.

Q: What are the advantages of a single-sided mattress?

A: A single-sided mattress does not ever have to be flipped. Rotating your mattress will redistribute the comfort layers, and this will maximize wear.

Q: Does a mattress have to be firm to be supportive?

A: In today's modern mattresses, the support comes from the innerspring. The comfort layers determine the surface "feel." Mattress features an advanced and durable innerspring system designed or solid core foam to deliver proper spinal support. That means you can choose the mattress that feels the best to you, and you will receive the support you need.

Q: How much should I spend on a new mattress?

A: Keep in mind, you spend one-third of your life in bed, so you should buy the best bed you can afford. At what amounts to pennies per night, it's an important investment in your health and well-being.

Q: What sizes do mattresses come in?

A: Serta® manufactures all standard sizes including: twin; twin extra long; full (sometimes referred to as "double"); queen; king; and California king.

Q: Mattresses are so thick, what kind of sheets do I need?

A: Most major sheet manufacturers sell "deep pocket" sheets that will fit today's plusher mattresses.

Q: How do I fit a large or king-size mattress through a narrow space?

A: When possible, we recommended that you allow our professional delivery staff move your new mattress into the bedroom. Do not under any circumstance bend a mattress or box spring in order to fit it through a narrow space. King-size mattresses are sold with "split" box springs, making it easier to move the box springs through a narrow space. We also offer split box springs for queen mattresses to help move box springs through narrow spaces.

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Q: How long should a mattress last?

A: A mattress is designed to perform for the length of its warranty. However, you should compare your current mattress and foundation to newer models every few years, as bodies and sleep habits change. Other circumstances may lead to a need for a new mattress, such as a child outgrowing his or her current sleep set or your desire to upgrade your mattress.

Q: How do I know when I need to buy a new mattress?

- You wake up with aches and pains
- You sleep better on other beds (such as in a hotel)
- Your mattress shows visible signs of overuse (it sags, has lumps, the interior is exposed, etc.)
- You and your partner roll into each other on your current mattress
- Mattress edges aren't supportive anymore
- Mattress and box spring make noise when you move around
- Your current mattress is more than 7-10 years old

Q: How supportive should the mattress edges be?

A: A mattress should give full support even on the edge. You should never roll off a bed because the edge is weak.

Q: What's the difference between innerspring and foam mattresses?

A: Innerspring mattresses - The most widely purchased type of mattress. These mattresses feature tempered steel coils in a variety of configurations. Layers of upholstery provide insulation and cushioning between your body and the spring unit. Serta® offers a variety of advanced and durable innerspring systems.

Foam core mattresses - Instead of coils, these mattresses use either latex or visco-elastic memory foam cores as the support system.

Q: Does my sleep position matter when selecting a new mattress?

A: Yes, sleep position matters in terms of which pressure points are affected during sleep, as well as how the spine is supported. Because each individual sleeper is different, the only way to determine which mattress and comfort level works best for your sleep position is to test out the different mattresses in the store. It helps to talk to the salesperson about what options are available so they can make recommendations based on your personal needs.

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Q: What size mattress do you really need?

A:

- Twin Mattress (38" x 74.5")* Twin XL (38" x 79.5")*

Ideal for children or single sleepers. However, the short length is not suitable for people over 5' 5" tall.

[See all Twin Mattresses](#)

[See all Twin XLMattresses](#)

- Full/Double Mattress (53" x 74.5")*

Will comfortably accommodate a single sleeper who is under 5' 5". Parents are increasingly choosing full-size mattresses over twins for teenage bedrooms and for younger children.

[See all Full Mattresses](#)

[See all Full XLMattresses](#)

- Queen Mattress (60" x 79.5")*

As the most popular mattress size, it is perfect for guest rooms, smaller master bedrooms and for couples who prefer close quarters. It's also a great choice for single sleepers who are "sprawlers."

[See all Queen Mattresses](#)

- King Mattress (76" x 79.5")*

Best choice for couples who want maximum personal sleeping space. It can also easily accommodate children or pets that may pop into bed. However, the large size can pose problems in smaller rooms. For those seeking an even larger mattress, there is a variation of the King called the California King which measures 72" x 83.5".

[See all King Mattresses](#)

[See all California KingMattresses](#)

[See our size chart to compare.](#)

*Note: Dimensions are approximate.

Q: Should I buy a firm or a soft mattress?

A: Comfort preference is very personal. When you shop for a mattress, you should lie down on firm, plush and pillow top models to determine what feels best for you.

Q: Is it really important to not remove the "Do not remove" tag?

A: Contrary to popular belief, it's not illegal to remove this tag, but the information on the label will serve as a means of identification should you have a warranty claim.

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Q: Why does my new mattress have an odor?

A: Mattresses are made from a combination of many different materials that may include steel, various types of fabric, manmade and natural foams, and fibers. Many of the above materials can have a “new” smell or odor when first exposed to the air. New mattresses are sealed and packaged in strong plastic bags immediately after being manufactured and just like a new car has a smell. After a few days this smell will dissipate.

Q: How do I handle a warranty claim?

A: All bedding warranties are provided from the manufacturer. We suggest that you take a minute to review your warranty card that came with your bedding. Transportation cost must be paid by the customer on all warranty exchanges. Soiled, stained, or damaged bedding will not be exchanged. Should you feel you have a defective product please contact the store you purchased your bedding from and we will assist you in filling your claim with the manufacture.