



CHICAGO MATTRESS COMPANY

## Customer Welcome Packet

### Welcome to Chicago Mattress Company

Thank you for your interest in Chicago Mattress Company (CMC). As the nation's leading manufacturer of upcycled mattresses, CMC has earned a reputation for quality, innovation, and outstanding customer service. In addition, we are proud of our uncompromising commitment to ending environmentally hazardous disposal practices to create a sustainable mattress industry.

Since opening our doors in 1996, Chicago Mattress Company has built high-quality products using state-of-the-art health and safety processes and upcycled materials, to provide outstanding values. Our unique raw materials sourcing and quality assurance systems ensure well-crafted, high-margin sleep surfaces, consistently delivered on time. **CMC's 5-Year Full Replacement / No Questions Asked Warranty** speaks to both our confidence and our commitment to your satisfaction.

Here you will find background information on CMC—including our history, our vision and values. Also included is an FAQ about our company and about mattress upcycling, as well as our Warranty.

**To place your order with Chicago Mattress Company, reach us by phone, fax, or email:**

Phone: 773.265.6920 / Fax: 773.265.7648 / Email: [orders@chimatco.com](mailto:orders@chimatco.com)

If you have any questions or comments about our line of products, our business terms, or our company, please do not hesitate to call. We would be delighted to hear from you.

Regards,  
The Chicago Mattress Company Team



CHICAGO MATTRESS COMPANY

## Our Vision and Values

### Background

Our founder, Andy Shifrin, started Chicago Mattress Company in 1996. Twenty-five years later, CMC is recognized as the nation's leading manufacturer of mattresses and box springs using upcycled components.

### Vision

At CMC, we understand the unmet need for quality sleep surfaces among families who need an affordable alternative to traditional, high-priced mattresses and box springs. And we understand the urgency to reduce mattress landfill waste and diminish its danger to the environment.

These guideposts—quality, cost-effectiveness, and environmental responsibility—are the founding principles of Chicago Mattress Company.

CMC is recognized as the nation's premier provider of upcycled mattresses and box springs, setting industry standards for quality, safety, and customer service. Chicago Mattress Company seeks to continuously improve operations and to implement best practices for our industry. CMC strives to exceed customer expectations and to be approachable and responsive in meeting their needs.

### Values

Chicago Mattress Company understands that trust and respect provide the basis for all business relationships. We recognize and honor the importance of teamwork and collaboration in finding solutions to business challenges.

### Customer Service

CMC's Customer Service Team always provides accurate and timely information. We are responsive, proactive, and reliable. CMC prides itself on hands-on ownership, always present and pleased to respond to your questions and to help you determine which products are most profitable for you.

### Our Products

Chicago Mattress Company has developed an extensive line of upcycled mattresses and box springs that ranges from smooth top mattresses to luxurious mattresses using premium foams. By paying close attention to current market trends and innovations, we keep our product line fresh and responsive to what the market demands. Custom sizes and 100% new products are available, at very competitive pricing.



CHICAGO MATTRESS COMPANY

### **CPSC Regulations Compliance**

Chicago Mattress Company has developed a unique manufacturing process that ensures all our products comply with the U.S. Federal Open Flame Mattress Flammability Standard 16 CFR Part 1633.

### **Buy Smart**

Chicago Mattress Company is committed to manufacturing high quality mattresses and box springs, with aggressive pricing to provide the best value in the business. We built this company with a vision singularly focused on you, the customer. We build products that will exceed your expectations and will be delivered on time, everytime. Allow CMC to help your bedding department grow profitably and stay successful.



CHICAGO MATTRESS COMPANY

## Frequently Asked Questions

### **What is an "upcycled" mattress or box spring?**

An upcycled mattress or box spring has been constructed using at least one component that has been harvested from a used mattress and box spring. The most commonly used component is the steel innerspring; however, cushioning material also may be re-used.

### **Is "upcycled" just another name for "used"?**

No, every upcycled mattress has been reconstructed to ensure that it meets the same standards of comfort and durability as a new mattress. No mattress or box spring is sold in the same condition in which it was acquired.

### **Is it legal to sell an "upcycled" mattress?**

Upcycled mattresses are legal for sale provided they comply with all the standards established for new mattresses, particularly "the Standards for the Flammability of Mattresses." All Chicago Mattress Company products are produced to meet state-of-the-art health and safety standards.

### **Are they as safe as new mattresses?**

Yes. Every CMC mattress has been constructed with a new cover that has been sewn and quilted using flame retardant fabric that meets all Consumer Product Safety Commission Standards. Every model in the Chicago Mattress Company line of products has been tested and approved by Underwriter's Laboratory and other certified laboratories to ensure that it meets the CPSC guidelines.

### **Where do used mattresses and used mattress components come from?**

Chicago Mattress Company gets all raw materials from well-known retailers, hotel chains, or college dormitories. When these institutions purchase new mattresses, the mattresses and box springs they replace are removed and delivered to CMC. A high-quality upcycled mattress begins with a high-quality used mattress.

### **How can I tell if a mattress is upcycled?**

The average consumer would not be able to distinguish an upcycled mattress from a new mattress, either by looking at it or by lying on it. CMC mattresses and box springs are made with the same internal components, fabrics, and in the same styles as new sleep surfaces. However, while the specific wording varies from state to state, every upcycled mattress and box spring is labeled to indicate that it contains "post-consumer" materials.



CHICAGO MATTRESS COMPANY

### **What is the benefit of buying an upcycled mattress?**

The benefit is value--getting more and paying less. An upcycled mattress offers all the features of a high-priced mattress at a price that is affordable. Just like new mattresses from well-known manufacturers, CMC produces mattresses with thick quilted double-knit covers, memory foam pillow tops, and even with pocketed coil construction.

### **Are upcycled mattresses good for the environment?**

Traditional mattress removal services dispose of the used bedding directly in landfills or through recycling. In both cases, millions of tons of material—much of it toxic and most of it not biodegradable—still winds up as landfill waste. This flawed method perpetuates environmental hazards for decades and creates dangerous conditions for landfill workers. That's why several states have passed legislation requiring that mattresses be recycled.

By reusing key components and ensuring they meet health and safety standards, upcycled mattresses are not only good for consumers, they are good for the environment. **We create a virtuous circle.**

Since our founding, Chicago Mattress Company has kept more than 4 million mattresses and box springs from ending up in landfills.



CHICAGO MATTRESS COMPANY

## Five Year Full Replacement Warranty

**This mattress and/or foundation is guaranteed to the original purchaser to be free from structural defects (exclusive of the cover) that have been caused by the manufacturer. The following conditions and limitations apply:**

- Within five years from the date of purchase, the manufacturer, at its sole discretion, will either repair or replace the defective mattress and/or foundation without charge, excluding transportation costs.
- This warranty will apply only if the mattress and/or foundation is in good condition, except for the structural defect, and has not otherwise been damaged, misused, soiled or unsanitary.
- The manufacturer reserves the right to substitute materials of equal or higher quality in making the repair or replacement.
- All service under the conditions of this warranty must be made through the original dealer and not the manufacturer unless the original dealer is unable to provide service. Should warranty service be provided directly by the manufacturer, it is the responsibility of the purchaser to arrange and pay transportation costs to and from the manufacturer.
- The warranty on Queen size (60" width) mattresses and foundations will apply only when the foundation is used in conjunction with a frame or bed rail that provides rigid center support.
- This warranty is applicable only in the United States, and any implied warranties pertaining to mattresses and/or foundations covered by this warranty, shall not exceed in duration the term of this warranty.
- No other warranties are expressed or implied.

**For additional information or to place an order please contact us at [info@chimatco.com](mailto:info@chimatco.com)**