



Mattress Program Terms & Conditions

Please read the following terms and conditions regarding your mattress shipment with Transit Systems, Inc. By clicking Submit and providing payment information, you are hereby agreeing to the terms and conditions stated below.

SHIPPING DETAILS

- You will receive a mattress box, bag, and tape from TSI for every mattress or box spring you ordered to ship, plus a roll of stretch wrap. These items must be used to prepare your mattress and/or box spring for pickup. Each item must be bagged first, then placed into the box and secured by tape. The final step is to wrap the entire box tightly and completely with the stretch wrap.
- This program includes only mattresses and box springs that are up to 80" x 12.5" x 79" in size. All others must go through TSI's custom quoting process.
- If you need to ship more mattresses or box springs than originally selected and paid for, or other items, you must contact TSI at least 24 hours prior to pickup to adjust your order.
- You are responsible for scheduling pickup of your mattress with TSI when you are ready.
- You will receive information on how to label your box(es) prior to pickup. Destination address and name must be clearly displayed.

SERVICE DETAILS

Your item(s) will be transferred on a truck with other items going in the same direction (LTL service).

- You will receive a 4-hour window for pickup, during which you must be available with the items fully prepared.
- Pickup and delivery of your shipment is at the curb.
- You will assist the driver with loading and offloading the shipment.
- All items must be labeled with the destination name and address.
- The Bill of Lading sent to you must be handed to the driver at pick up or additional charges will be incurred.
- Pickup can typically be scheduled for 1-3 business days from you contacting TSI to schedule.

TRANSIT TIMES

- The average time in transit is 3 – 6 business days. All orders are subject to extended timeframes.
- Pickup/delivery dates and times are never guaranteed.

CANCELLATION DETAILS

If you must cancel your order, you will be credited back the shipping portion of your purchase. Packing supplies cannot be cancelled or returned so they will remain in your possession for your use and TSI will keep that portion of your payment.

COVERAGE DETAILS

Your purchase includes basic, federally mandated limited liability coverage for your items. In the event of loss or damage, you will be eligible to receive up to \$.10 per pound for the damaged or lost item. You must contact TSI within 48 hours of delivery and note any visible damages on the delivery documents to be eligible to file a claim. You should take and provide photos of any damage to the box.

TSI does offer additional insurance to cover the value of your items, up to \$750 per mattress with a \$100 deductible. We recommend purchasing this additional insurance. You can contact TSI any time up to 24 hours prior to pickup to add insurance to your order.

RATES & FULFILLMENT

Transit Systems, Inc. will arrange the transportation of your shipment through an authorized household goods motor carrier.

Your price is guaranteed based on the number of mattresses and box springs for which you are scheduling shipment. Additional charges will apply if:

- Additional boxes or items are added.
- Items are going anywhere outside of the continental US.
- Your mattress or box spring are larger than 80" x 12.5" x 79" in size.

Additional charges incurred on this shipment are your responsibility and will be charged to the credit card on file.

Shipments cannot be delivered until any additional fees have been collected.

Damaged shipments will not result in a refund. Insured items are eligible for an insurance claim.