

## **ABOUT CASPER MATTRESSES**

### **WILL A CASPER MATTRESS FORM A VALLEY LIKE MY OTHER MATTRESS DID?**

With the correct support underneath, your Casper will perform as it should and you can sleep well night after night! As a foam mattress, your Casper will need a firm, flat, surface. We also recommend rotating the mattress every 6 months for even wear. Still concerned about valleying? It's in our warranty, which you can read more about by clicking the warranty link in the product detail page.

### **CAN I USE A HEATING PAD?**

You can absolutely use a heating pad with any of your Casper products! **DOES THE FOAM SMELL?** Any new product can have a mild scent upon unboxing. Should your Casper mattress have a scent, it will dissipate in a few hours in a well-ventilated room.

### **TELL ME MORE ABOUT THE 10-YEAR WARRANTY.**

To find out more about the warranty, click on the warranty link in the product detail page.

### **DO THE MATTRESSES TRANSFER MOVEMENT?**

We don't suggest jumping on the bed with a glass of red wine on the other side, but we designed the sleep surface to strike a perfect balance between motion isolation and a comfortable bounce.

### **CAN I ROLL IT UP LIKE AN AIRBED?**

Casper mattresses are intended for permanent use. Once out of the box, a mattress will not recompress or roll up like an airbed. If you aren't using it as your primary mattress, we recommend storing it fully opened and laid flat. It can also be temporarily stored on its side.

### **DO YOU MAKE CUSTOM SIZE OR RV MATTRESSES?**

We only offer standard North American mattress sizes. As a smaller company we're currently unable to produce custom sizes — so sorry about that!

## **I HAVE SPECIFIC MEDICAL PROBLEMS. HOW WILL YOUR MATTRESSES WORK FOR ME?**

Every medical condition is unique in nature, so it's difficult to say. Please consult your doctor about any medical conditions you have for any health advice.

## **DO ANY OF THE PRODUCTS HAVE A BREAK-IN PERIOD?**

We give you 100 nights for a reason — use them! Our team feels that in that time period, you'll be able to determine whether our products are right for you. You may need some time to adjust with Casper products — your muscles need to unlearn bad habits and get acclimated to the added support that Casper mattresses provide. We encourage all our customers to snooze on our mattress for at least a month and rest on the pillow for at least two weeks to best evaluate the products.

## **THE CASPER MATTRESS WHAT IS THE CASPER MATTRESS MADE OF?**

The Casper mattress is made from a special blend of four types of foam: comfort foam, memory foam transition foam and, support foam. The mattress is enveloped by a custom designed, zip-off cover that complements nearly any bedroom.

## **HOW MUCH DOES THE CASPER MATTRESS WEIGH?**

The Twin Casper mattress weighs 56 pounds on its own and 66 pounds packed in the box.  
The Twin XL Casper mattress weighs 59 pounds on its own and 69 pounds packed in the box.  
The Full Casper mattress weighs 73 pounds on its own and 82 pounds packed in the box.  
The Queen Casper mattress weighs 85 pounds on its own and 94 pounds packed in the box.  
The King Casper mattress weighs 104 pounds on its own and 113 pounds packed in the box.  
The California King Casper mattress weighs 103 pounds on its own and 113 pounds packed in the box.

## **WHAT ARE THE DIMENSIONS OF THE CASPER MATTRESS?**

The Twin Casper measures 38" x 75" x 12". The Twin XL Casper measures 38" x 80" x 12". The Full Casper measures 53" x 75" x 12". The Queen Casper measures 60" x 80" x 12". The King Casper measures 76" x 80" x 12". The California King Casper measures 72" x 84" x 12".

## **HOW LONG DOES IT TAKE TO EXPAND?**

Once you take your mattress out of the box, it will expand and be ready to sleep on within minutes. We want to see you capture the magic! Document the process in an unboxing video and tag us in it @casper.

## **HOW LARGE IS THE BOX THE MATTRESS COMES IN?**

The Casper mattress box measures 17 x 17 x 42 inches.

## **CAN I USE A BOX SPRING?**

The terms “foundation” and “box spring” are basically interchangeable - but sometimes the items can range in support and materials. With a Casper, you need the mattress to sit on a firm and flat support. If you want to use a box spring for durability or height purposes, we recommend purchasing the Casper foundation to ensure that you have an adequate support set. We spent over a year developing the foundation. It’s designed to perfectly support any Casper mattress.

## **CAN I USE MY MATTRESS ON A SOFA BED?**

Our foam mattresses are not designed to be used in sofa beds. Repeated folding will cause long term damage to the materials.

## **CAN I USE AN ADJUSTABLE BASE?**

Yes, you can absolutely use your Casper mattress on an adjustable base! As long as the base is solid, flat, and compatible with foam mattresses, it will work just fine. We recommend the Casper adjustable base as it’s designed to perfectly support all of our mattresses. If you’re still concerned whether your existing setup will work, please feel free to reach out to our Customer Experience team.

## **CARING FOR YOUR CASPER MATTRESS DO YOU NEED TO FLIP THE BED?**

Nope! Casper mattresses are not designed to be flipped. The foams are strategically layered, so make sure the right side is facing up! As with all mattresses, if you sleep alone on one side of the bed or have a meaningful weight differential with your mattress partner, then we do recommend rotating the bed 180 degrees every 3-6 months.

## **HOW OFTEN SHOULD I REPLACE MY MATTRESS?**

Conventional wisdom states you should replace your mattress once every 10 years. Of course, this number is dependent on how often you use the mattress and how well you care for it, but it's a good rule of thumb for your primary bed's lifecycle. Here are two reasons why we advise not keeping it longer than 10 years. Over time, natural materials accumulate in the mattress, eventually degrading the foam. Additionally, sleeping in the same spot repeatedly over a period of time can impact a bed's performance. In order to guarantee great sleep for years to come, we highly recommend considering a replacement every decade. To extend the life cycle of your mattress, it's also important to take proper care of it. Rotating the Casper with the seasons will allow for even wear and tear. HOW

## **HOW DO I MOVE A CASPER MATTRESS?**

Our mattresses will not fit back inside the box they came in! We recommend covering it with plastic, bending it in half and temporarily securing it with bungee cords while you move. Another popular option is using mattress boxes available through moving companies.

## **MY CASPER MATTRESS ISN'T MY PRIMARY MATTRESS. HOW DO I STORE IT?**

Casper beds are perfect for vacation and guest homes, or even in a second bedroom! If you aren't using a Casper as your primary mattress, we still recommend storing it on a bed frame — it will not work as a futon or sofa bed. For temporary situations, like moving or redecorating, you can store a Casper propped against a wall, on its side. If you are thinking of using a Casper bed in a vacation or guest home, we encourage you to try it in your home base first. That way, you can be sure that it's a good fit. Our mattresses can be kept in the box for up to three months without risking its structural integrity.

## **HOW LONG DOES A CASPER MATTRESS LAST?**

All Casper mattresses come with a warranty. For more information, please click on the warranty link on the product detail page.

## **CAN I PURCHASE A REPLACEMENT COVER FOR MY MATTRESS?**

We're happy to help keep your mattress looking as good as new! To purchase a replacement cover, please reach out to our Customer Experience team by emailing [support@casper.com](mailto:support@casper.com) or calling 888-498-0003 any day of the week.

Content provided by Casper Sleep Inc