Serta White Glove Delivery Service

Serta will ship your order using the fastest, safest, and most reliable method possible. Therefore, we have established strong relationships with some of the best delivery agents nationwide. All mattress sets sold through Overstock.com will be delivered by Serta's Certified Delivery Agent White Glove Gold Service providing you with an optimal delivery experience.

The delivery service is a "white glove" 2 person service that includes: inside placement to room of choice, stair carries (up to 2 flights), unpacking, set-up of basic frame (tool less), setup of the adjustable base (if included in your order), removal of debris and removal and disposal of old bedding.

Please note that delivery on mattresses and foundations is only available in the Continental U.S. We cannot deliver mattresses or foundations to Alaska, Hawaii, Puerto Rico, APO or FPO addresses and other US Territories.

Mattresses and foundations are too heavy/large to ship via the small package delivery services (e.g. UPS, FedEx) so they will be sent to you via a white glove freight delivery. "White glove freight" is different than standard UPS, FedEx, or US Mail in that the carrier takes a larger part in making sure the product you are purchasing makes it safely off of their truck.

1. Standard delivery service is Monday – Friday 8:00 AM – 8:00 PM and limited Saturday delivery, except for Holidays including New Year's Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Friday After Thanksgiving Day, Christmas Eve Day, and Christmas Day.
2. An automated pre-call contact will be attempted within 24 hours after the confirmation of an order. The delivery agent will call when the product is received to schedule delivery.
3. The delivery agent will attempt to deliver within a (4) four hour window and within (10) ten business days of receipt of product from Serta. Serta makes every effort to deliver our mattress to the delivery agent within (5) five business days of our receipt of the order.