

## FAQ's

### Booking a Snooze Session

1. **How can I book a Snooze Session?**
    - You can book a Snooze Session through our website, [mysnoozepod.com](https://mysnoozepod.com), by selecting the 'Book a Snooze Session' option.
  2. **What information do I need to provide to book a session?**
    - You will need to provide your preferred date and time, and complete a brief Snooze Assessment to tailor your visit.
  3. **How far in advance can I book a Snooze Session?**
    - You can book a Snooze Session up to one month in advance.
  4. **Can I reschedule my Snooze Session?**
    - Yes, you can reschedule your session by logging into your account on our website and selecting a new date and time.
  5. **Is there a fee for booking a Snooze Session?**
    - Booking a Snooze Session is free of charge.
  6. **How long does a Snooze Session last?**
    - Each Snooze Session is one hour long.
  7. **What happens if I'm late to my Snooze Session?**
    - If you are late, your session time may be shortened to accommodate the next customer. We recommend arriving on time to enjoy the full experience.
  8. **Do I need to bring anything to my Snooze Session?**
    - No, everything you need will be provided at the showroom.
  9. **Will there be someone to assist me during my Snooze Session?**
    - Yes, you can interact with our virtual guide, Snoozer, or connect with a live Snooze Expert via the SnoozePads in the showroom.
  10. **How will I receive confirmation of my booking?**
    - You will receive a confirmation email with session details and a text with an access code to enter the showroom.
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### Taking the Snooze Assessment

1. **What is the Snooze Assessment?**
  - The Snooze Assessment is a brief questionnaire designed to personalize your showroom experience based on your sleep preferences.
2. **How long does the Snooze Assessment take to complete?**
  - The assessment takes about 5-10 minutes to complete.
3. **What kind of questions are on the Snooze Assessment?**
  - Questions cover your sleep habits, preferences, and any specific sleep issues you may have.

4. **Is the Snooze Assessment mandatory?**
    - While not mandatory, the assessment helps us tailor the showroom experience to better meet your needs.
  5. **How is my information used in the Snooze Assessment?**
    - Your information is used to provide personalized product recommendations and improve your showroom experience.
  6. **Can I retake the Snooze Assessment?**
    - Yes, you can retake the assessment anytime by logging into your account on our website.
  7. **Will my Snooze Assessment results be shared with anyone?**
    - No, your results are confidential and used solely to enhance your experience.
  8. **Do I need to complete the Snooze Assessment before booking a session?**
    - Yes, completing the assessment during booking helps tailor your session to your needs.
  9. **Can I take the Snooze Assessment in the showroom?**
    - Yes, if you haven't completed it online, you can take the assessment using the SnoozePads in the showroom.
  10. **What if I have trouble completing the Snooze Assessment?**
    - If you need assistance, you can contact our support team or get help from a Snooze Expert via the SnoozePads.
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## **Navigating the Showroom**

1. **How do I access the showroom?**
  - Use the access code sent to you via text after booking your Snooze Session.
2. **What are SnoozePads?**
  - SnoozePads are in-store iPads that help you navigate the showroom, access product information, and connect with Snoozer or a Snooze Expert.
3. **Can I visit the showroom without an appointment?**
  - Yes, walk-ins are welcome. You can view availability on the digital display and join the waitlist by scanning a SnoozeLink QR code.
4. **What are SnoozeLinks?**
  - SnoozeLinks are QR codes placed around the showroom that provide instant access to product details and booking options.
5. **How can I get help during my showroom visit?**
  - You can connect with a live Snooze Expert or Snoozer via the SnoozePads located throughout the showroom.
6. **What products are available in the showroom?**
  - The showroom features a variety of mattresses, motion bases, pillows, bedding, and other sleep accessories.
7. **How is the showroom organized?**

- The showroom is divided into different product zones to help you explore various sleep solutions.
  - 8. **Can I test the products in the showroom?**
    - Yes, you are encouraged to try out the mattresses and other products to find your perfect sleep setup.
  - 9. **Is there a time limit for showroom visits?**
    - Each Snooze Session is one hour long, but you can extend your visit if the showroom is available.
  - 10. **What safety measures are in place in the showroom?**
    - The showroom is regularly sanitized, and all interactions can be contactless through the SnoozePads.
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## Product Inquiries

1. **What types of mattresses do you offer?**
    - We offer hybrid, memory foam, and adjustable firmness mattresses.
  2. **Can I get personalized recommendations for mattresses?**
    - Yes, personalized recommendations are provided based on your Snooze Assessment results.
  3. **Do you offer adjustable bases?**
    - Yes, we offer customizable motion bases to enhance your sleep experience.
  4. **What bedding products do you carry?**
    - We carry a variety of sheets, pillowcases, and comforters in different materials and sizes.
  5. **Are your products eco-friendly?**
    - Yes, many of our products are made with eco-friendly and sustainable materials.
  6. **What sizes are available for mattresses?**
    - Our mattresses are available in Twin, Twin XL, Full, Queen, King, Cal King, and Split King sizes.
  7. **Do you offer pillows with different levels of support?**
    - Yes, we offer a range of pillows with varying levels of support to suit different sleep positions.
  8. **Can I see product prices in the showroom?**
    - Yes, product prices are displayed on the SnoozePads and SnoozeLinks in the showroom.
  9. **Are there any promotions or discounts available?**
    - Yes, we offer various promotions and discounts, which you can view on the SnoozePads or by asking a Snooze Expert.
  10. **Do you have a warranty on your products?**
    - Yes, all our products come with a warranty. Specific details can be found on our website or by asking a Snooze Expert.
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## Promotions and Discounts

1. **What promotions are currently available?**
    - You can find current promotions on our website, showroom SnoozePads, and by scanning SnoozeLinks.
  2. **Do you offer discounts for health professionals or military personnel?**
    - Yes, we offer a 5% discount for health professionals, first responders, teachers, military personnel, and educators.
  3. **How can I apply a discount to my purchase?**
    - Discounts can be applied at checkout on the SnoozePads or your personal device.
  4. **Are there any seasonal sales?**
    - Yes, we have seasonal sales which are announced on our website and through the Snooze News newsletter.
  5. **What is the Snooze Club?**
    - The Snooze Club is our rewards program where members earn points on purchases and receive exclusive offers.
  6. **How do I join the Snooze Club?**
    - You can join the Snooze Club during checkout in the showroom or online on our website.
  7. **Can I use multiple discounts on one purchase?**
    - Generally, only one discount can be applied per purchase, but some promotions may allow stacking.
  8. **Do you offer financing options?**
    - Yes, financing options are available and can be discussed with a Snooze Expert or found on our website.
  9. **How do I find out about upcoming promotions?**
    - Sign up for our Snooze News newsletter and follow us on social media to stay updated on promotions.
  10. **Is there a discount for first-time visitors?**
    - Yes, first-time visitors can receive a special discount by signing up for the Snooze Club.
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## Checkout and Delivery

1. **How do I complete a purchase in the showroom?**
  - You can complete your purchase using the SnoozePads or your personal device.
2. **What payment methods do you accept?**
  - We accept credit cards, debit cards, and financing options are available.
3. **How do I track my order after purchase?**
  - You will receive a tracking number via email once your order is shipped.
4. **What are the delivery times for products?**

- Products are typically delivered within 5-7 business days.
  - 5. **Can I schedule delivery for a specific date?**
    - Yes, you can choose a preferred delivery date during checkout.
  - 6. **Is there an option for professional installation?**
    - Yes, you can schedule a Snooze Technician for professional installation for an additional fee.
  - 7. **Do you offer international shipping?**
    - Currently, we only ship within the United States.
  - 8. **What should I do if my order arrives damaged?**
    - Contact our customer service team immediately, and we will assist you with a replacement or refund.
  - 9. **Can I change my delivery address after placing an order?**
    - Yes, contact customer service as soon as possible to update your delivery address.
  - 10. **Is there a return policy for your products?**
    - Yes, we offer a 90-Day Sleep Trial for mattresses. Other items may have different return policies. Check our website for details.
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## Joining the Snooze Club

1. **What is the Snooze Club?**
  - The Snooze Club is our rewards program designed to make your journey to better sleep rewarding and engaging.
2. **How do I join the Snooze Club?**
  - You can join through our website or via a SnoozePad during your showroom visit.
3. **What are the benefits of joining the Snooze Club?**
  - Members earn points on purchases, receive exclusive offers, and have access to special products and events.
4. **How do I earn points in the Snooze Club?**
  - Earn points through purchases, completing your profile, participating in sleep challenges, referrals, and more.
5. **How do I redeem my Snooze Club points?**
  - Points can be redeemed for discounts, exclusive products, sleep consultations, gift cards, and charitable donations.
6. **Do Snooze Club points expire?**
  - Points expire after 12 months of inactivity.
7. **Are there different tiers in the Snooze Club?**
  - Yes, the tiers are Silver, Gold, and Platinum, each with increasing benefits.
8. **Can I use Snooze Club points with other discounts?**
  - Generally, points can be redeemed alongside other discounts, but check specific promotions for details.
9. **How do I check my Snooze Club points balance?**

- Log into your account on our website or check via a SnoozePad in the showroom.

**10. Can I share my Snooze Club points with someone else?**

- Points are non-transferable and can only be used by the account holder.