



# NATIONAL FORWARDING COMPANY, INC.

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TO: Origin Agents, Haulers and Destination Agents of National Forwarding Co.,  
National Van Lines & All Affiliates

FROM: Kevin Spealman, Vice President, Claims and Customer Service

SUBJECT: **Mattresses**

Please note that under the current regulations, we in effect do not have the full 30 days to trace for mattresses (or refrigerators), because these are considered "essential items."

Therefore, if you are a driver and a mattress is listed as short on a rider against you, please immediately start tracing action and take charge of the process of getting the mattress to the destination agent's facility. If a mattress is found after delivery, it may be too late to return it, because on many of these we will be forced to have already paid the claim or otherwise compensate the customer. Also, please make sure all mattresses are tagged and inventoried. We often see mattresses with no # on exception sheets, meaning that they were put on the truck last as an afterthought and not inventoried.

Regarding Tempur-Pedic® mattresses, these are expensive and easily ruined. We recently had to pay over \$9000 on a claim because one had items loaded on top of it, and it warped during transit. Each manufacturer has its own set of guidelines, but in all cases you should be careful never to put anything on top of one of these mattresses and to also make sure that they are supported equally, and not just one side or in the middle to avoid any drooping or un-evenness during transit. We cannot overemphasize this point enough.

Some of our sources recommend that you build a special deck on the top of the load just for the Tempur-Pedic® mattress, so nothing is set on top of it and it is equally supported on the bottom.

Because some of these mattresses are so expensive, we must also require that you obtain the make and model of all mattresses received. Please also remember that mattresses often have stains and tears and these should be noted on the inventory. We as an industry have developed some complacency in inventorying the condition of packed items, but at least on items that have potentially large claims, such as mattresses, we should take steps to make sure the condition of the mattresses are also properly inventoried.

An ounce of prevention is worth a pound of cure, so please incorporate these ideals into everyday business practices. If you have any questions whatsoever, please do not hesitate to call our office.

KS/lg