

Extended guarantee / Satisfaction Guarantee

Dear new BedMaker owner,

Thank you so much for giving the BedMaker a try! I know it is a very unique product, and you may have wondered – “Does it really work?” “Will I like it?” I can assure you that it does work, if used correctly. The following will help you to do just that, and also gives you options in case you don’t get along with it.

I created the BedMaker for my grandmother, who struggled with bed-making. But I soon realized it could help many others who had heavy mattresses or physical difficulties making the bed. I spent years working on the design, and I still personally assemble and check every single unit before sending them out. So I know the product is strong and can take the weight of the heaviest mattresses. In fact, I guarantee it (see separate page).

Yet beyond the product being defective or breaking, I offer a more general satisfaction guarantee:

*If you try the BedMaker and find that it is not for you, it’s okay! Please let me know and I’ll replace any defective units for free, or work out a refund/return with you – whatever will make it right. Don’t be shy to tell me. **No product is right for everyone.** Even if it’s not defective or broken, but you simply find it’s not something you’re going to use, then please get in touch. What I usually like to do, instead of having you ship it back to me, is to have you send it along to the next customer. This is such a good solution – the shipping is already covered, you get your refund, I don’t lose out on the sale, and best of all the product has another chance to go to someone who will actually use it. Be sure to keep the original packaging and papers inside the box, just in case. And please contact me directly rather than return it through Amazon. I can provide faster and better service via email or phone.*

That being said, sometimes people install them wrong, or use them incorrectly, leading to a bad first impression. Here are a few points that can help you with that.

It is important to realize that the BedMaker is a *mechanical* device. You open it using your own hand, by pulling up 6” on the upper wooden plate. Some people think it will actually lift the mattress for you, without any intervention or touch. This is not the case. If you did not realize this, then you may not be satisfied with your purchase.

After you pull up 6”, the foot stand pops out automatically and holds it up for you. But you do need that initial lift. I’ve seen people do this who are elderly or who have arthritis – try it using two hands. But if you don’t have the hand strength to lift it, then I understand - you won’t be able to use it.

Some would cleverly ask, why don’t you *make* the BedMaker actually lift the mattress? Ah, a great question. I actually experimented with designs that used springs and electronics, but discarded them. Why? Partly because the cost of the added elements would make the product a lot more expensive. Partly because with electronics comes the higher risk of breakage and malfunction. But mainly because the heart of the problem is actually not the lifting. The most difficult part is HOLDING the mattress UP while TUCKING the sheets in at the same time. THAT’s when it gets awkward. THAT’s when people try to shove their knee under the mattress so they can get their hands free to tuck the sheets in. So the heart of the problem is HODLING the mattress UP, and that’s where I focused my design. The resulting design was simple, mechanical, and easy to manufacture at an affordable price point. But again, it does require that initial 6” lift with your hand.

One other very important point is that **you NEVER have to reach far under the mattress to operate the BedMaker**. Everything is done right from the edge with your fingertips. To open it, place your hand at the edge and pull upwards on the upper plate until the foot stand clicks into the slot. You will actually hear a click. To close it, slide your hand in a little further, flat (like feeding a horse), LIFT SLIGHTLY to disengage the foot stand, and push it out with your fingertips. Lower the mattress back down. **There is no need to grasp the foot**

stand with your hand nor reach far under the mattress. This is a common mistake. You can watch me do it on a video at <https://bed-maker.com/howto>. It really is a simple mechanism once you get the knack of it.

The BedMaker works on all types of bed frames, whether you have slats, a solid base, or some other kind of mesh or spring system. But there needs to be a slat or solid support right at the location where you want to put the BedMakers. They need something solid to rest on and stick down to. If you have an older frame where the slats are very far apart, you may be missing a slat, or simply not have one at the location where you want the BedMaker to sit. This would be a problem. But in that case, see if you can position the BedMaker along the side of the bed, about a foot back from the corner. It will work the same way. They can go anywhere along the edge of the bed, or at the corners.

Do you have a very deep rim all around the mattress? As in, does the mattress sit inside a box? A rim a few inches high is no problem – just place the BedMakers at the corners where your hand can slide in to access them. But if the rim is very deep – 8” or more, then you may find it awkward to reach in, down and under the corners of the mattress to grab onto the upper plate of the BedMaker.

I'd would LOVE to hear from you about your experience with the BedMakers. There is no bad feedback – only learning. Whether it broke or not – it is helpful for me to know how they are performing out there in the real world. And just as important – not being able to use them may have nothing to do with the product itself, but there may be a physical limitation that prevents you from using the product as intended. This, too, is important for me to understand.

So, if for any reason you find you're not using the BedMaker, contact me! Don't be shy! I'm 100% sure we can sort it out one way or another. As you can hopefully tell, I'm not a big company. I'm the original inventor of the BedMaker, and I stand by it. I can give you excellent, direct service, like in the “good old days”!

I'm also happy to look at a photo of your bed frame and mattress set-up and advise how best to position the BedMakers for your particular situation. I know my product inside out and a few words of advice can save much frustration and time. Email me a photo or call me at the number below.

Wishing you..... HAPPY BED-MAKING!!!

Lisa Wall

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613-400-1511 --> Yes, I text! Yes, you can call me! If I'm playing my clarinet I may not hear it, but I will call you back!

p.s. For a really good read, visit the How-To section of my website at www.bed-maker.com. It tells the story of how I invented, designed and came to manufacture the BedMaker. A rocky road with many twists and turns!!

p.p.s. If you have time to leave me a review on Amazon it would be really helpful. There is a competing product to mine that is not as well designed, but it is owned by a big company that can make it appear seemingly everywhere you look on Amazon. Reviews from real customers can really help prioritize my listing, as well as give others confidence in buying. Note that you can review the BedMaker on Amazon even if you didn't buy it on Amazon. THANK YOU!!

You can leave a review from the order page on Amazon, or by going to:

USA: [amzn.to/3EDh3SA](https://www.amazon.com/dp/B073EDH3SA)

Canada: [amzn.to/3ZhU7JO](https://www.amazon.com/dp/B073ZHU7JO)

