MAERSK

ALL THE WAY

Be ready for returns that let you sleep easy

Go **all the way** with reliable mattress returns using Maersk Ground Freight.

Introduction

Returning a mattress is a hassle not just for the consumer, but for you as well. The process requires efficient handling to manage returns, exchanges, donations, or recycling.

That's why we try to make the process smooth and efficient for you.

Serving all **zip codes** in the **United States**, plus locations across **Mexico** and **Canada**, our team of Less-than-Truckload (LTL) specialists ensure the highest levels of efficiency in managing your return. From scheduling a convenient pickup to coordinating with our returns experts, we manage every detail, ensuring a seamless return experience without any hitches.

© A.P. Moller - Maersk

What does your return look like?

There are a few scenarios that you might want to consider, depending on your needs. Let's look at them in detail.

Scenario 1:

We pick up the mattress and deliver it to the fulfilment center (FC) or distribution center (DC) of your choice. This enables you to process the return further and on your terms.

Scenario 2:

We pick up the mattress and send it directly to disposal via a local Maersk Ground Freight station

© A.P. Moller - Maersk

Advantages all around

Using our services, especially Maersk direct-to-disposal, gives you several benefits.

Optimized transportation costs

Manageable dimensional weight

Avoiding inflated middle-mile costs

Shorter distance to regional partner FC/DC

Quicker refund time for consumers

Proof of delivery (POD) enabling validated refunds

Returns direct-to-disposal - seamlessly

Our returns service can optimize your supply chain significantly.

Reduced backlogs
Prevents backlogs at your FC/DCs, ensuring quicker processing and refunds for consumers.

Improved processing efficiency
FC/DCs can manage returns more effectively without being overwhelmed by high volumes.

Cost savings
Reduces punitive storage fees and additional costs associated with using trailers and temporary storage facilities.

Dock congestion reduction
Minimizes congestion at docks, improving overall operational efficiency.

This approach benefits both you and Maersk by streamlining operations, reducing costs, and improving service quality.

© A.P. Moller - Maersk

How does it work?

The process for mattress returns varies depending on the type of return. So, each process is uniquely tailored to a particular type of return, ensuring seamless transport of return shipments and efficient disposal (in case of direct-to-disposal).

Return to company FC/DC

- Pick-up (PU) requests received via EDI from partners.
- Scheduling is done through the our dispatch management tool or direct calling. Additional call before pick-up, reducing "attempt charges."
- Two-man teams are dispatched to handle the pick-up.
- Items are received and sorted at the local Maersk station.
- Sorted items are shipped to the local Customer Company FC/DC.

Direct-to-disposal

- Requests are received via EDI from partners.
- Scheduling is done through the our dispatch management tool or direct calling. Additional call before pick-up, reducing "attempt charges."
- Two-man teams are dispatched for the pick-up.
- Items are received at the local Maersk station.
- A photo of the mattress tag is taken to validate the return and avoid potential fraud.
- The mattress is disposed of using state-mandated processes at a local/regional mattress consolidator or other carrier-owned disposal (may incur additional charges).

© A.P. Moller - Maersk

Learn more about mattress returns.

Get in touch

MAERSK