

Q) **Does a mattress and a box spring count as 1 unit?**

A) No, a mattress is one unit, and a box spring is one unit so a mattress and box spring would be 2 units.

Q) **Can I recycle a baby bed mattress?**

A) Yes – but it is treated the same as a regular size mattress based on the service option you select.

Q) **Is the cost to recycle a mattress or box spring different based on size?**

A) No, all mattress sizes are the same price depending on the service you select, a Twin is the same as a full, king or queen size.

Q) **Can I recycle my mattress topper?**

A) No – currently mattress toppers are not recyclable.

Q) **Is my bed frame – boards recyclable?**

A) Tough Stuff Recycling does not recycle these items, but there may be an outlet to recycle them through your municipality - we encourage you to enquire with them!

Q) **What happens if my municipality is not listed in Tough Stuff Recycling service options?**

A) Reach out to your local city hall and ask them if they have an alternative option for you to recycle your mattresses as some municipalities may have agreements with other mattress recyclers that provide mattress recycling options already in place.

Q) **What happens if my mattress does not meet the conforming guidelines due to being wet, damaged, soiled and or infested with bed bugs?**

A) Reach out to your local solid waste provider or municipality and let them know you have a mattress that is unrecyclable due to the condition-contamination and schedule a pickup for disposal. It is important to note in order for the solid waste company to dispose of a contaminated/non-conforming unit it must meet the non-conformity requirements to be acceptable and it may be at a much higher cost to dispose of than to recycle.

Q) **Can I recycle a mattress without the covering on it?**

A) Yes, a mattress can be recycled with or without the fabric on it, it is still considered a unit and the price to recycle it is the same as a mattress with the fabric.

Q) **Can I landfill the remains of a mattress if I take it apart and place it in my trash?**

A) No, if you place a unit that has been taken apart to avoid recycling or paying a waste charge your waste company will still assess a fee to pull that out of the trash to send to recycling or disposal.

Q) **Can I cancel my order to recycle after I make my purchase and receive a refund?**

A) Yes, you have 48 hours to cancel your order and receive a refund. This window does close 48 hours before your pickup.

Q) **Will a Tough Stuff Recycling representative come into my house to get my mattress under the curbside pickup service?**

A) No, all mattresses and or box springs for curbside pickup must be placed at the curb and not on private property. They must be clearly visible and accessible from public roadways, but also placed in a way as to not cause harm and or damage to passing vehicles.

Q) **Do I have to be home for my curbside pickup?**

A) No. We ask that you place the mattress/ box spring outside visible from the street by 7am on the scheduled pickup day. This way you can go about your day. Feel great about recycling, but we will take care of the Tough Stuff.

Q) **Can I put my mattress out for curbside pickup on a rainy or snowy day?**

A) Yes, but all mattresses or box springs placed out for curbside pick up service scheduled through Tough Stuff Recycling MUST be placed in a mattress bag, and it must be taped to secure the opening to prevent the mattress from being impacted because of the weather.

Q) **Can I place my mattress out the night before my scheduled pick up?**

A) Your neighbors may not love it, but our concern is that it must be placed out on the curb the morning (6am-ish) of the scheduled pick up.

Q) **What if I am unable to place the mattress or box spring outside for the curbside pickup because of health or physical disability?**

A) Unfortunately, at this time we do not offer that service so it may be best to try another junk removal company like Junk King or Got Junk, they will provide this service at an additional cost and find a reputable recycler to make sure your mattress or Box spring is recycled.

Q) **Can I drop off one or more mattresses or box springs at your facility?**

A) Yes, please email [info@toughstuffrecycling.com](mailto:info@toughstuffrecycling.com) to schedule your drop off for a fee.