

## Bedding Warranty Claim Form

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Address: \_\_\_\_\_ Phone: \_\_\_\_\_

\_\_\_\_\_ Invoice Number \_\_\_\_\_

Note: In order for your warranty to be valid: You must be the original consumer (purchaser) and bought from an authorized dealer. **ENCLOSE A COPY OF ORIGINAL RECEIPT OR PROOF OF DATE AND PLACE OF ORIGINAL PURCHASE AND PHOTOGRAPH OF DEFECTIVE PRODUCT** when returning this claim.

1. Specific name of product as shown on Product Name label into the surface of your mattress:

\_\_\_\_\_

2. Date of Purchase: \_\_\_\_\_ Place of Purchase: \_\_\_\_\_

3. Size of Bedding:      Twin    Full    Queen    King

4. Are mattress and foundation/box springs a matching set? Y ( ) N ( )

5. Describe your frame. If wood, include the number of slats.

\_\_\_\_\_

6. Has your product ever been replaced or repaired? Y ( ) N ( ). If yes, when?

\_\_\_\_\_

7. Is the merchandise soiled or spotted in any way? Y ( ) N ( ). If yes, describe

\_\_\_\_\_

8. Is sleep set utilized in a spare bedroom? Y ( ) N ( )    Continuous use? Y ( ) N ( )

9. Describe the defect you see in your mattress or foundation/box springs. If body impressions (sagging), see below for information concerning body impressions and follow directions for measuring the depth of the body impression.

Mattress \_\_\_\_\_

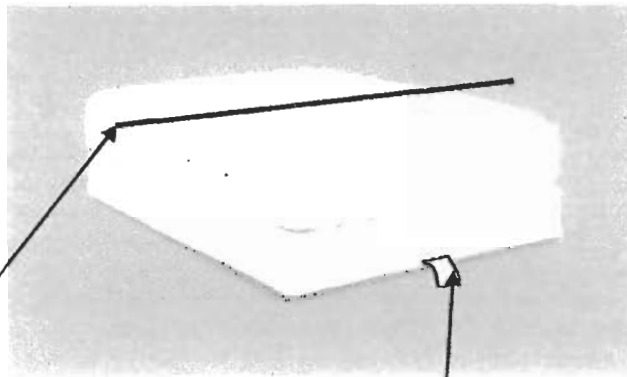
Foundation \_\_\_\_\_

\_\_\_\_\_

### How to Measure Body Impressions

Note: **Body impressions of up to 1-1 1/2" on your mattress are possible, this is normal.** The body conforming to coils and comfort materials are beginning to work with you. Body impressions are caused by the settling of these materials as they contour to your body to provide the support where you need it most. These impressions are not indicative of structural defects or failure.

1. Place a yardstick or rod across the location of body impression(s)
2. Use a ruler to measure depth of the impression
3. Measure from the center padded area of quilting, not the seams of the quilting threads so that measurements will be accurate.
4. Take a photograph of indentation(s) or defects. And return with this form to your place of purchase.



Yardstick or rod.

Law label

Do measure impressions from the center of the padded quilting. **Do not measure from seams of quilting.** Use ruler to measure depth.

**CIRCLE WHERE MATTRESS IS DEFECTIVE**

MATTRESS NAME: \_\_\_\_\_

MATTRESS DEFECT:

QUILTING/STITCHING

SAGGING

COIL OUT

SOILED/STAINED

STRUCTURAL/SAGGING

EXCESSIVE DEPRESSIONS

ODOR

OVERALL TAILORING

OTHER (EXPLAIN BELOW)

**COMMENTS:**

FOR EACH DEFECT CHECK ABOVE, PLEASE EXPLAIN FURTHER IF BODY IMPRESSIONS AND/ OR SAGGING, REFER TO SECTION ON "HOW TO MEASURE BODY IMPRESSIONS". PLEASE PROVIDE PHOTO WITH EXACT MEASUREMENTS.

BOX SPRING NAME: \_\_\_\_\_

BOX SPRING DEFECTS:

SOILED/STAINED

BROKEN SLAT

NOISE

DEPRESSION

TORN

ODOR

DUST COVER

OTHER (EXPLAIN BELOW)

**COMMENTS:** FOR EACH DEFECT CHECKED ABOVE, PLEASE EXPLAIN FURTHER

DESCRIBE TYPE OF FRAME SUPPORT: \_\_\_\_\_

1) METAL FRAMES: Require Center Support Bar with Leg  
Slats should be at least 4" wide hardwood, no pine, and should be turned to prevent dipping and warping.

2) WOODEN FRAMES: Require a minimum of 5 hardwood slats with 3 concentrated at the center

