

GETTING STARTED WITH YOUR MATTRESS WARRANTY CLAIM :

To start the process you will need the following to help make the process go smoothly:

- Your invoice number
- Pictures will have to be provided of your mattress. See below how to take the pictures.
- Once everything is gathered please contact us via email. We will ask you to send over the pictures and invoice through email, so we can start the warranty process.

HOW TO TAKE PICTURE OF MY MATTRESS?

The tools you will need are as followed:

- Camera or cell phone with the ability to take pictures.
- Tape Measure or ruler.
- Long string or flat item as long as the bed is wide.
- Make sure to have a helper!



Step 1

- To start taking pictures of your mattress please remove all bedding items such as comforters, sheets, mattress protectors, mattress toppers, pillows, etc.
- Take a picture with nothing on the mattress.
- Take pictures of the impressions as well as you can.



Step 2

- Take a picture of your divan base/ bed frame
- If you have a divan base, take a picture of the top surface of the base.
- If you have a bed frame, take a photo showing the distance (using the tape measure) to show the gap between the slats.

This helps us determine if it is a mattress issue or a support issue.



Step 3

Take a picture of the Mattress Label (located at the foot end top side) & the FIRE label on both sides (located in the middle of the headend of the mattress).

By taking this picture it helps us see what mattress you have. We want to make sure we are doing a warranty for the correct mattress.



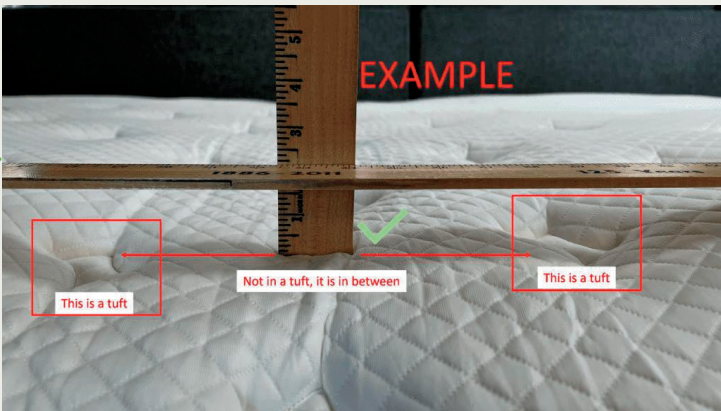
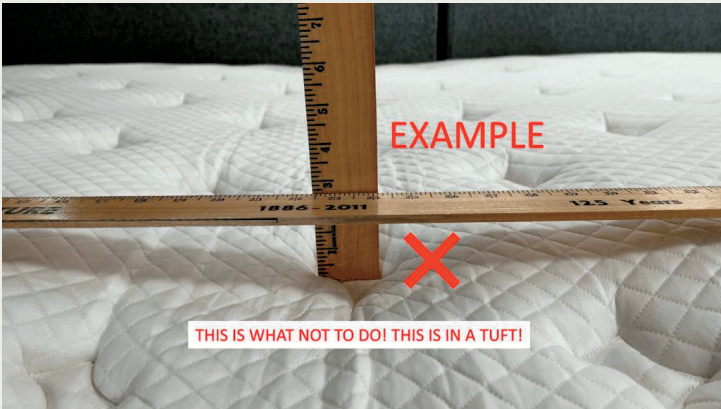
Step 4

- Stretch the rope all the way around your mattress and pull it tight.
- OR use the long flat item that is as wide as the bed (see below)
- Stick the ruler or tape measure behind the string in the impression to get a measurement.
- Have your helper take a picture with the whole bed in the picture and one up close.



Example:

- Please LOOK below for what TO do and what NOT to do
- Please make sure you are not measuring an area that has an intentional divot, such as tufting, please measure in between the tufts.
- Please place the ruler in between the tufts



Step 5

- Once all images have been taken please send them to us by email.
- The sooner we get these the sooner we can start the claim with the correct mattress companies!

Additional Information

Please note the following:

1. The manufacturer's warranty does not cover any transportation and/or service costs associated with the warranty process. The warranty only covers the replacement of the defective piece(s).
2. If a claim is successful, the credit issued has to be used towards a new mattress, it cannot be redeemed as cash.
3. Removal of the fire label, damaged, abuse, soiled or stained mattress are considered unsanitary and will void manufacture's warranties.