

Manufacturer's Warranty Claim Kit

Dear Consumer,

Our mattress manufacturers take great pride in the quality of their products and make every effort to ensure that their factories produce sleep sets with only the finest materials. We understand that you are experiencing an issue with your sleep set. We intend to address your concerns and have enclosed a manufacturer's warranty claim kit to process on your behalf. Your timely assistance in returning a completed claim is crucial to expediting the resolution of your issue. You may also choose to have a service technician come to your home to complete the warranty claim on your behalf for a service fee of \$49.50.

Please read the warranty card that would have been attached to the mattress you are currently having the issue with, the enclosed "Important Information" and the "Explanation of Limited Manufacturer's Warranty Coverage" pages prior to completing the attached warranty claim forms. This information is provided to help you better understand what is and isn't covered under the warranty. After familiarizing yourself with this information, please complete the enclosed "Warranty Claim Form". You may return this packet by mail to one of the addresses below or may submit it directly to the manufacturer.

YOUR CLAIM WILL BE DENIED IF YOU DO NOT PROVIDE THE FOLLOWING EVIDENCE: The completely filled out and signed "Warranty Claim Form", Copy of your Proof of Purchase and CLEAR images of the product to include the defect (may require image of measurement of impression if this is the issue, image to show that your product is in unsoiled condition, image of manufacturer's law tag, image of support system to:

Mississippi Consumers
Mattress City, Inc.
3400 Hwy 90
Gautier, MS 39553

Alabama Consumers
Mattress Warehouse
735 Lakeside Drive
Mobile, AL 36693

We will contact you after the manufacture has evaluated your warranty claim. We will notify you that the manufacturer; a) accept the claim, or b) deny the claim with explanation.

If it is determined that your product has a manufacturing defect, we will notify you by letter, e-mail or phone to explain next steps in the replacement process. You will be responsible to pay a \$49.50 transportation, removal and installation fee for white glove in home delivery of your replacement item(s) in advance. The \$49.50 charge may be paid via credit/debit card, money order, certified check, or cashier's check. The check should be made payable to: Mattress City, Inc.

We want you to be pleased with your purchase. We will do our very best to respond to your warranty claim in a fair, efficient and timely manner. We appreciate you taking the time to thoroughly complete the requested information. This information is a valuable tool to better serve our customers. The more accurate and complete the warranty claim documents are filled out to include required images, the better the chances of our making a fair and timely evaluation.

Important Information

Please read the Limited Manufacturer's Warranty Card that was attached to your original purchase, the documents contained herein, and the Explanation of Limited Manufacturer's Warranty Coverage page prior to filling out the attached Warranty Claim Forms.

Note: Warranty claims can only be reconciled through the original purchaser after a copy of the acceptable proof of purchase document such as the original receipt is included with your claim forms.

Nature of Issue

Possible solutions

Body Impressions

Please see the limited manufacturer's warranty, as there is specific information that refers to body impressions, mattress care, and maintenance. Body impressions do not necessarily indicate that a structural weakness or breaking down of the cushioning materials or the innerspring unit has occurred. Generally these impressions are the natural occurrence of the mattress filling materials, (fibers, cotton and foams,) are conforming to the user's individual weight, size, shape, and body characteristics. Up to one and one half (1.5") inch body impressions are considered normal wear, and are to be an expected product characteristic. Body Impressions are not normally considered to be a mattress manufacturing defect. Rotating your mattress as specified in the product warranty you received with your original purchase will help to reduce these impressions.

Squeaks or Noises

Squeaks or noises usually originate from the supporting bed frame, rails, slats, headboard or footboard. Remove the mattress and box spring from the bed frame or bed. Check the frame slats, or rails by pushing down in several locations to find the source of the noise. If the noise cannot be located, replace the box spring / foundation on the bed frame or bed and repeat the test. Finally, if you still cannot isolate the noise, replace the mattress and repeat this test.

Note: If your product is covered by a pro-rated warranty, you will be expected to pay a pro-rated usage charge towards the replacement product's value if the original product is returned after the free repair or replacement period has expired. You will also be required to pay transportation fees.

1. To process the claim it is **required** that you submit photos of the product at issue to include the following: 1. Manufacturer's Law Tag, 2. Support System used under the mattress set, 3. Trade Label(s), 4. Overall product image, 5. Image(s) of defect to include measurement image if the issue involves a body impression, (See illustrations contained herein.) When taking digital photos, you may e-mail them with the claim kit to MattressCityMS@aol.com. Please add your name and phone number to all e-mails for our records. Images should clearly show the issue you have described. We reserve the right to request additional images if required to assist you with your claim. You will be given specific instruction all through the claim process to insure your claim is submitted completely and so we may efficiently address your issue.
2. Upon approval of your warranty claim, you can expect new replacement product of equal or higher quality to your original purchase. **There is no guarantee that the replacement product you receive will have the exact fabric covering (generally new products are upholstered in neutral covering,) or the identical construction as compared to your current mattress or foundation. Over time, product enhancements have replaced the original components contained in your product, and may not be available at the time of replacement. If identical materials are not available at the time of product service, the manufacturer reserves the right to substitute materials of equal or greater value.**

Explanation of Limited Manufacturer's Warranty Coverage

Length of Warranty

Your warranty protects you from the day you receive your sleep set and continues according to the "Warranty Schedule" found on your original warranty card. **In the event that the manufacturer repairs or replaces your sleep set, this warranty continues your protection from the original date of purchase. Please refer to your original warranty card for specific details. Your warranty code is located on the manufacturer's law tag attached to the product.**

Warranty Coverage

In order for this limited warranty to be valid, you must be the original purchaser and have purchased the sleep set from an authorized dealer. If a defect occurs during the warranty period (which is described in the Manufacturer's Warranty schedule of your original warranty card,) the manufacturer will repair or replace (at their option) the defective mattress and/or foundation within a reasonable amount of time.

Note: If the product you have product that is soiled or stained your warranty coverage is automatically voided - no exceptions.

This limited warranty covers the following during normal usage: Products used in the hotel / hospitality industry or as part of what is considered as commercial use and are not covered under limited manufacturer's warranty.

Mattress defects covered:

- Coils or wires that are loose, broken, or protrude through fabric.
- **Body indentations greater (deeper) than 1-1/2"**
- **Sagging (Your mattress must be continuously supported by a matching box spring/foundation, or equivalent, with an appropriate support frame. The frame or bed should include a rigid center support with at least 5 legs or a bed containing a rigid center support with at least 5 hardwood cross slats for queen and king sets. A rigid center support is equal to a support that extends from the frame to the floor. Failure to support your sleep set with the proper support system could void your product warranty.)**

Foundation defects covered:

- Splits in the wood frame.
- Bent, loose or defective beams and/or center support rail.
- Loose or broken box spring wire.
- Un-recovered compression of steel components.
- Un-stapling of steel components.
- **Sagging (A proper bed frame must continuously support the box spring/foundation. For king and queen sets, a rigid leg reinforced center support or a rigid cross center support including at least 5 hardwood or metal cross slats is required. A rigid leg center support is equal to a support that extends from the rail or bed frame coming into contact with the floor)**

Items not covered

Items and damages not specifically listed in the "Warranty Coverage" section are not covered, including, but not limited to:

- Issues of non-defective Comfort Preference.
- Boxspring/Foundation dust cover, corner guards, mattress handles, or fabrics/covers. Note: Handles were not meant to pick up the mattress. Handles are only to be used to re-position or center the mattress while sitting on the box spring / foundation.
- **Damage caused from not using appropriate method of center support. See page 3 for images and see box spring / foundation section for description of required center support.**
- **Clearance bedding marked or sold "as is" to include floor models**
- **Body impressions less than one and one half inches - 1-1/2" in depth.**
- **Mattress damage due to an inappropriate or unmatched box spring / foundation. A mattress is designed for use in conjunction with its matching box spring / foundation as part of a sleep set.**
- Damages determined to be due to abuse, or found to be in an unsanitary condition, or when product or component failure is caused by anything other than defective workmanship or materials.
- **Delivery fees from original purchase or delivery fees to accomplish replacement of defective production**

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Name: _____

Street: _____ City: _____ State: _____ Zip: _____

Home Phone: () _____ Other Phone: () _____

E-mail: _____

Please tell us which product(s) you are having an issue with:

Mattress _____ Foundation _____ Both _____

Brand: _____ Model Name: _____

Style: (Pillow Top, Plush or Firm) _____

Please check which applies: Standard 9" foundation _____ Low Profile 4"- 5" foundation _____

Other _____

To accurately and quickly process your request, you must fill in the following information from the law tag(s) of both your mattress and/or foundation, even if you are only filling a claim on one item. (Law tags can be found attached to the border or tape line of each item). **An illustration is found on the "Law Tag" page.**

Law Tag information and verification of it's attachment to the product is required for processing of all warranty claims. Removal of Law Tags will void the warranty and stop the claim process. You must provide a photograph of law tag to complete claim.

If you do not use a foundation, then please fill in "Not Applicable" section and check appropriate product.

	Mattress	Foundation
Size	_____	_____
Model Name	_____	_____
Model Number	_____	_____
Manufactured Date	_____	_____

Describe your product defect / issue clearly and specifically. (If you are having problems with both the mattress and foundation, please clarify this in your description).

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1. Since receiving your purchase, have you maintained your product as specified in your warranty card? (I.e. if one-sided never turn are you rotating mattress, or if two-sided mattress, flipping, turning, rotating mattress?)

Yes: No:

2. On the attached diagram, please indicate where the issue is and show any changes to the product since you have received them. For example, if there were tears or stains show where, and write the words "tear" or "stain" next to that area of the diagram.

3. Did you purchase a protective mattress cover or mattress protection treatment at the time you purchased the mattress set?

Yes: No:

If yes, did you register your protection warranty with this product provider?

Yes: No:

3. If your mattress has body impression(s), please measure the deepest one as described on the how to measure body impressions page, and take one or more images of the measurement as described.

Please note the depth of the deepest impression(s) here: _____

4. Have you placed boards or other flat objects in between your mattress and box spring to increase the mattress firmness?

Yes: No:

If yes, please describe what material you used: _____

5. Have we replaced a sleep product for you prior to this issue?

Yes: No:

If yes mark which item(s) Mattress: Foundation:

If yes, please indicate in detail when and why: _____

6. Please check the correct size of your mattress: (If you are unsure, please take a measurement of your product and write it in the "other" space.)

Twin (39"W x 75"L)

Twin XL (39"W x 80"L)

Full-Double (54"W x 75"L)

Full XL (54"W x 80"L)

Queen (60"W x 80"L)

Eastern King (76"W x 80"L)

California King (72"W x 84"L)

OTHER: _____

I represent that the information on the Warranty Claim Form Documents is accurate and complete to the best of my knowledge. If sending electronically please check that you accept the terms and conditions of this claim form.

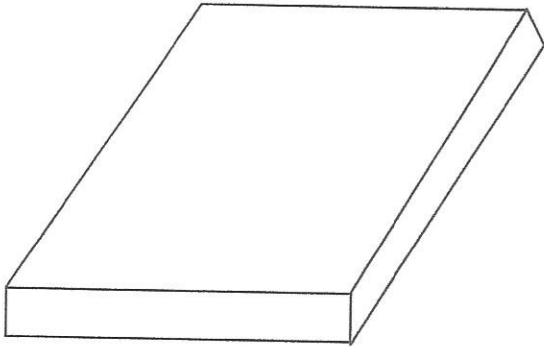
Signature or Type Name

Date

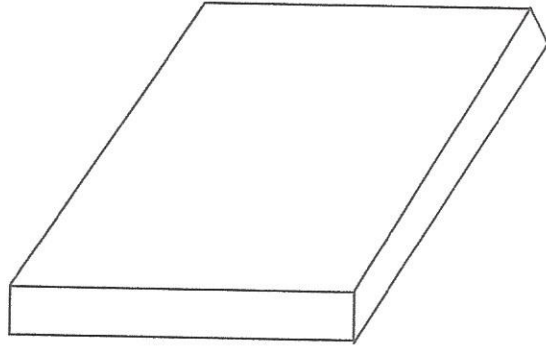
Warranty Claim Form Page 3 of 5

Please use the diagrams to identify where you have issue with your product
(Print diagram and circle or insert circle object onto diagram)

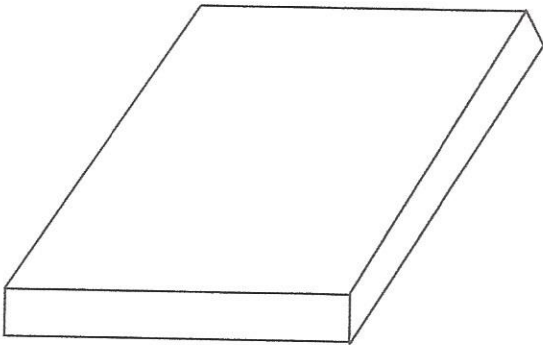
MATTRESS TOP



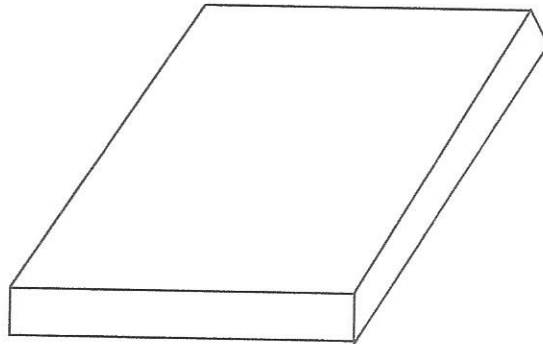
MATTRESS BOTTOM



BOX SPRING

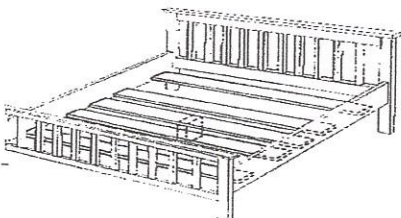
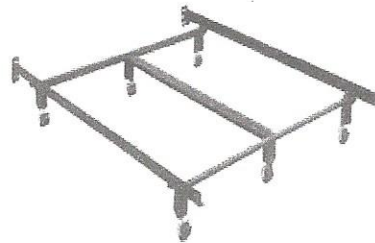


FOUNDATION



Please review the diagrams below and insert a mark next to the image that best represents the support system that you are using. If necessary, modify this diagram to accurately represent your support system. Indicate location of legs, wood or metal bed slats, platform, center legs, horizontal supports, vertical supports if not shown in your selection. **You must provide a photograph of this system with your claim.**

BED FRAMES




MANUFACTURER'S PRODUCT LAW TAG

Below is an example of a mattress manufacturer's Law Tag. The tag is placed on every mattress and foundation. This tag contains manufacturing information that you will need to complete your claim.

Law Tag include: product size, model name, warranty code, item code, manufacturer information and manufacturing date. You must submit a photograph of this law tag to complete your claim.

It is very important that you complete the law tag required information.
Enter data into fields A, B, C, D & E below.

LAW TAG EXAMPLE

UNDER PENALTY OF LAW THIS TAG NOT TO BE REMOVED EXCEPT BY THE CONSUMER
ALL NEW MATERIAL CONSISTING OF URETHANE FOAM PAD POLYESTER FIBERS
(B) Finished Size: 59" X 79" QUEEN Net Wt of Filling: 14.54 lbs REG NO-VA - 10710 (FL)
Certification is made by the manufacturer that the materials in this article are described in accordance with law.
(A) Made By XXXX Mattress Company XXXX Main Street Somewhere, USA 11111

(C) ANNIKA 1PL SF MG QUEEN 15
(E) 08-23-04 / WARR. N (D)
(F) 1957150/46024-350

(A) Manufactured By:

(B) Size: _____

(List all information, include any
measurement)

(C) Model Name: _____

(List all information)

(D) Warranty Code: _____

(E) Date of Manufacture: _____

(F) Item Code Number:

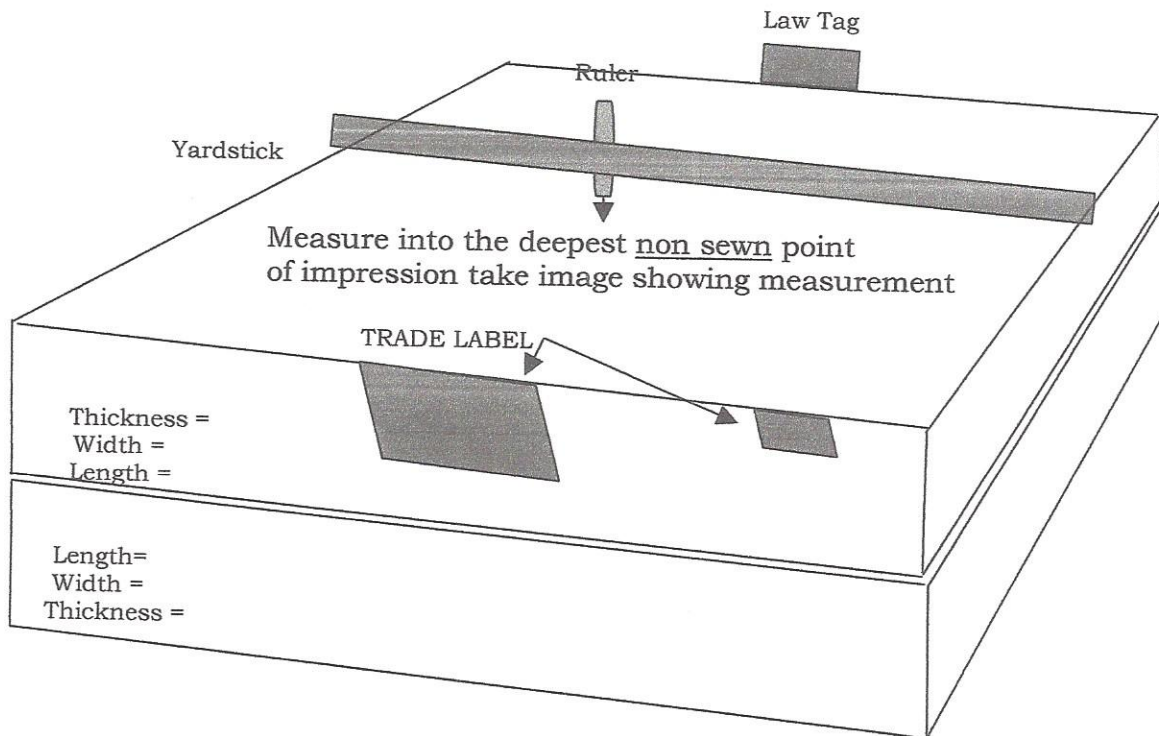
HOW TO MEASURE BODY IMPRESSIONS

The measurement process to determine depth of body impressions in the mattress is outlined below.

1. Place a yardstick across the location of body impression(s), (hip area is usually deepest).
2. Using a tape measure or ruler, measure depth of impression from deepest point of mattress surface to edge of yardstick without applying pressure. Measure from center of padded area of quilting, not inside the seams of the quilting threads, so that the depth measurements will be accurate. Pictures taken inside seams/buttonholes/or apply pressure will not be accepted and may be denied due to failure to provide sufficient evidence.
3. Measure individual thickness of your mattress and foundation (if you have one.) This information is necessary if your set needs replacement to insure it is replaced with equal or greater valued product.
4. Please measure your finished product so that we are accurate on the correct sizing of your mattress. Write this measure on the illustration of the mattress below. Please measure the thickness of the mattress; as well as the length and width of the entire mattress. Also please measure the foundation(s) and write them on the foundation illustration below.

* Please take measurements from top surface of mattress. Notate these measurements in section # 4 of Warranty Claim Form Page 2. Providing us with these measurements will enable us to process your claim efficiently.

Please provide photographs clearly showing measurement of depth of impression with tape measure or ruler and another photograph of overall body impression area(s). (See illustration contained) Note impressions less than 1 ½" do not qualify as manufacturer's defect. Ruler should be behind the yardstick to show depression measurement.



BEFORE YOU SEND US YOUR CLAIM DID YOU....

_____ **Provide us with a copy of your original receipt?**

_____ **Fully complete your warranty claim kit, pages 1 thru 5?**

_____ **Provided us with the following photos:**

_____ **Pictures of your law tags on the mattress and foundation?**

_____ **Pictures of your support system?**

_____ **Pictures of the indentation to include a measurement (not in a ticking or buttonhole?**

_____ **Picture of the overall mattress, bare.**

To ensure that we process your claim quickly and accurately, please be sure to enclose everything on this checklist. Claims sent back without the required information will be denied and closed until 90 days later when you can reopen your claim and send the required information.

Thank you