

## 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](mailto: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.**



## Simmons Bedding Company Warranty Policy\*

### What is covered?

Our warranty covers manufacturing defects in our mattress or foundation. Replacement of one piece does not automatically constitute replacement of the other piece. Our limited warranty is provided to the original purchaser. Trade labels and law labels must be intact to identify the product and validate our warranty. Copy of original bill of sale is needed to determine the original date of purchase.

### What will Simmons do?

If a Simmons® mattress or foundation fails due to a manufacturing defect, Simmons will authorize a repair or replacement for the defective product through our authorized dealer, which originally sold the product. Simmons reserves the right to substitute comparable materials or models and does not guarantee that the replacement will match the existing piece.

**Transportation/delivery charges are the responsibility of the consumer where applicable.**

### What is excluded under our warranty?

Our warranty does not apply to:

- Normal body impressions – Slight body impressions are to be expected with today's bedding. Most models have various layers of foam and fiber that are expected to compact. Currently we use the following as a guideline.
  - Up to and including 1 ½" as normal compaction for tight top, plush, and pillow top models.
  - No compaction should occur in the foundation.
- Firmness preference of the product.
- Merchandise sold "as-is", "distressed", or "floor model/sample".
- Handles (mattress handles are not designed to support the full weight of the mattress and not all Simmons® products have handles).
- Product that is shipped outside the 50 United States (except Puerto Rico & Virgin Islands).
- Single-sided mattresses not used with a Simmons® (or other firm, supportive, rigid, nonyielding) foundation designed for use with the single-sided mattress.

**Our warranty does not apply if the mattress or foundation is subjected to obvious abuse or improper care/maintenance such as, but not limited to:**

- Stains or soilage
- Burns
- Inadequate support from weak or improper foundation (proper performance of the Simmons® single-sided mattress depends on using a firm, supportive, rigid, non-yielding foundation)
- Improper frame (full extra long, queen, Olympic® queen, and king sizes must have a sufficient center support)
- Upholstery compaction due to insufficient turning (on two-sided models)
- Bent border wires

**\* Please see the Simmons® product warranty card for complete detailed warranty provisions and exclusions.**

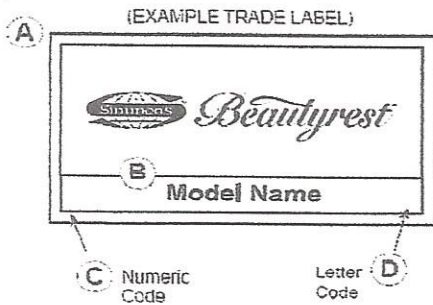


# SIMMONS DEALER WARRANTY CLAIM REQUEST

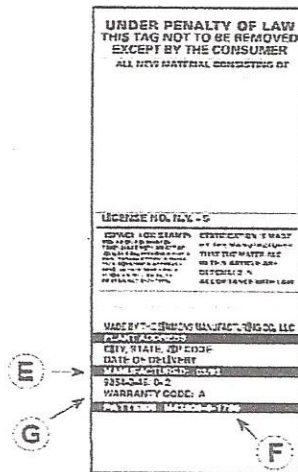
Please complete this form for all warranty claims (2 pages) and submitted along with all required supporting documentation (see check list below) Incomplete claims will not be processed.

Warranty Claim Request _____	Consumer Bill of Sale _____	Photos _____
Replacement Name & SKU _____		All Mattress Labels _____
Dealer Name _____		Simmons Account Number _____
Simmons Rep _____		
Consumer Name: _____		
Telephone Daytime: _____		Evening: _____
Address: _____		
City: _____	State: _____	Zip: _____
Date Of Purchase: _____	Price: _____	

To help identify your mattress and foundation look for these labels and copy the information available in the places indicated:



(EXAMPLE LAW TAG)



### Size: Mattress

- Twin (38x75)
- Twin XL (38x80)
- Full (54x75)
- Full XL (54x80)
- Queen (60x80)
- Olympic<sup>®</sup> Queen (66x80)
- California King (72x84)
- Eastern King (76x80)

### Size: Foundation

- Standard
- Low Profile
- Split Queen Boxes

### LAW TAG INFORMATION

- E** \_\_\_\_\_  
(Date of manufacturing, ex: 01/01/01)
- F** \_\_\_\_\_  
(Mattress pattern number, ex: M12345.60.1234)
- F** \_\_\_\_\_  
(Foundation pattern number, ex B12345.80.1234)

- A** **TRADE LABEL**  
(sewn into the mattress)
- B** **MODEL NAME:**  
(ex. Beautyrest<sup>®</sup> World Class<sup>®</sup> Felicity<sup>™</sup> Pillow Top)
- \_\_\_\_\_
- C** **Number Code:** \_\_\_\_\_
- D** **Letter Code:** \_\_\_\_\_

Indicate any numeric or letter code on label.



Is mattress a Pillow Top model?    Yes    No

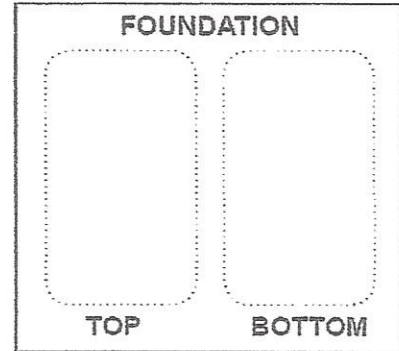
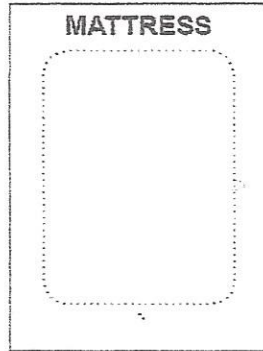
Is mattress single sided?            Yes    No



\_\_\_\_\_ (Warranty Code, ex B3, B7, A)

**MATTRESS:** Please explain the defect;  
Mark diagram to indicate affected area.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



If body impressions exist, measure the depression in an area where there is no stitching by placing a straight edge across the area and using a ruler to measure the depth of the depression on top of the quilting. Please note the depression amounts below, in inches.

**Two Sided Mattress:**

*Label Side*

Right: \_\_\_\_\_ Left: \_\_\_\_\_

*Reverse Side*

Right: \_\_\_\_\_ Left: \_\_\_\_\_

*Foundation*

Right: \_\_\_\_\_ Left: \_\_\_\_\_

**Single Sided Mattress:**

*Label Side*

Right: \_\_\_\_\_ Left: \_\_\_\_\_

*Foundation*

Right: \_\_\_\_\_ Left: \_\_\_\_\_

- |  |     |    |
|--|-----|----|
| 1. Is the mattress manufactured by Simmons?                  | Yes | No |
| 2. Is the foundation manufactured by Simmons?                | Yes | No |
| 3. Does the foundation match the mattress?                   | Yes | No |
| 4. Has either the mattress or foundation ever been replaced? | Yes | No |
| 5. Is the mattress stained or soiled in any way?             | Yes | No |

If Yes, describe the source and size of stains.

\_\_\_\_\_

6. Is the foundation stained or soiled in any way?    Yes    No

If yes, describe the source and size of stains.

\_\_\_\_\_

**FRAME/SUPPORT:**

Check which diagram best describes your frame.



If frame has slats, how many are present? \_\_\_\_\_ What type of slats? \_\_\_\_\_

Do slats bend, bow, or give to pressure? \_\_\_\_\_

Customer Signature: \_\_\_\_\_

Checklist:  Warranty Claim Request     Bill of Sale     Photos     Current Model #     Labels

(All items received become the sole property of Simmons Bedding Company and will not be returned)

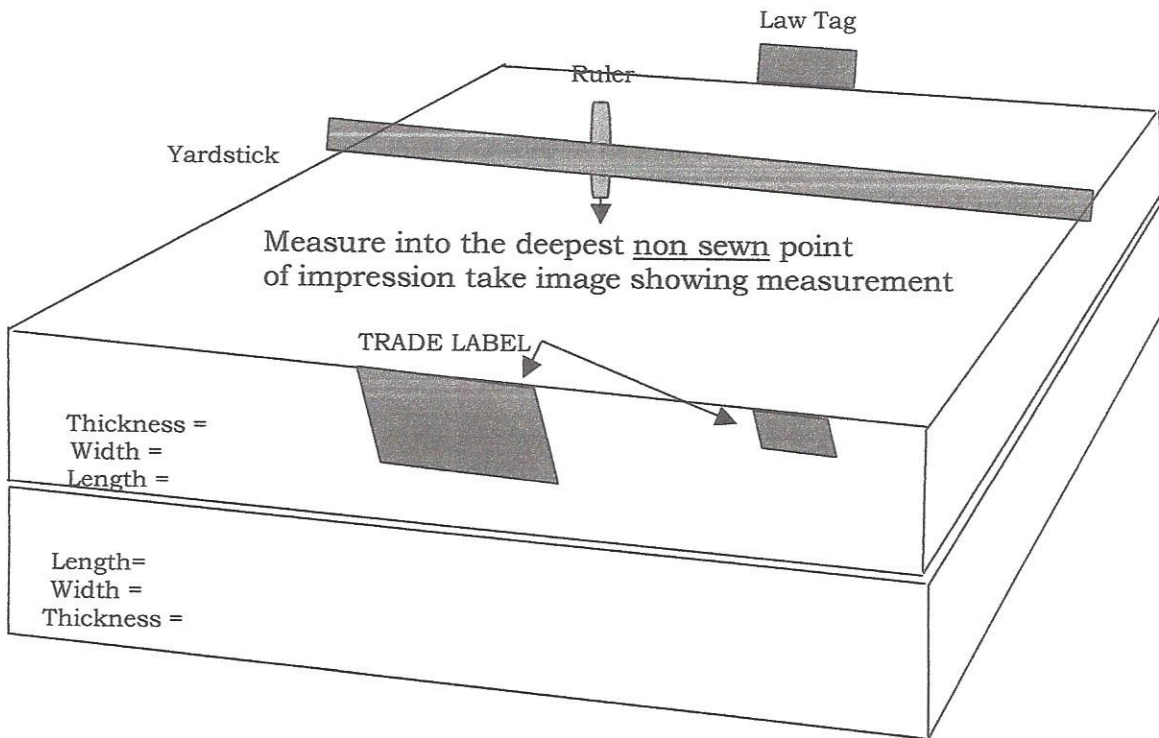
## HOW TO MEASURE BODY IMPRESSIONS

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

1. Place a yardstick or string 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?**

\_\_\_\_\_ **Provided us with photos showing the defect in question?**

\_\_\_\_\_ **Pictures of your law tags on the mattress or foundation?**

\_\_\_\_\_ **Pictures of your support system and bed frame?**

\_\_\_\_\_ **Pictures of the indention 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**