



Dear Consumer,

We regret that you are experiencing performance concerns with one or all of the components in your sleep set. Mattress By Appointment (MBA) offers the finest quality products; and we value our customers and their concerns. All claims must go through the original dealer where your purchase was made. In the event that the dealer is no longer available, or you have moved, then you the consumer may consult the nearest participating Mattress By Appointment dealer.

MBA will service the warranty claims process on behalf of our manufacturers against structural defects (exclusive of ticking cover). Within the first year of purchase MBA will replace your mattress and/or foundation without charge; excluding any transportation costs. After the first year, if MBA determines your mattress and/or foundation is defective, MBA will replace at manufacturer's sole discretion at a prorated value.

MBA warranty service will apply only if the mattress and/or foundation(s) are **NOT** abused, misused, or unsanitary. Stains or liquids exposed to the product cause defects, which is why a protective mattress cover is suggested. The manufactures reserve the right to substitute materials of equal quality in making the repair or replacement. There is not a guarantee that the product you receive will have the same fabric cover or construction as your current mattress or box spring, especially if the replacement is being made several years after the original purchase. (There is no guarantee the replacement product will "match" the original if you purchased a set).

Please review the following list of photo requirements and utilize the checklist to ensure the complete package is submitted to save time and make this a more efficient process. Our warranty process should take no longer than 2-4 weeks if all requirements and documents are submitted properly. Please be aware if we are processing your warranty and we do not receive return contact from you within 30 days, your warranty packet will be closed and a new complete packet will need to be submitted to move forward. Please email (via attachment) or mail in the images requested below. We cannot accept faxed in pictures. Products that are Queen or larger require a center support on the frame. Products purchased individually and not in sets may potentially void the warranty, exceptions are at the sole discretion of the applicable manufacturer.

- 1) \_\_\_\_\_ **Pictures of the mattress with no sheets (full length view)**
- 2) \_\_\_\_\_ **Pictures of the measurement of the impression (see instructions)**
- 3) \_\_\_\_\_ **Pictures of the law tag attached to the mattress (make sure this is legible)**
- 4) \_\_\_\_\_ **Pictures of the foundation (remove mattress please)**
- 5) \_\_\_\_\_ **Pictures of the law tag attached to the foundation (make sure this is legible)**
- 6) \_\_\_\_\_ **Pictures of the bed rail (with foundation removed)**
- 7) \_\_\_\_\_ **Photo copy of proof of purchase (your receipt)\***

\*If you are unable to locate your proof of purchase, please contact the dealer you purchased the bedding from. They may be able to retrieve records of your purchase. Please note that Mattress By Appointment as a servicer of any applicable manufacturer warranty, keeps no consumer purchase records.

Enclosed you will find step-by-step instructions on how to file your claim. Please review the following information on how to confirm if your concern is normal wear and tear or defective. Only after reviewing the claim form, if you believe your mattress and/or foundation to be defective, please fill out the Claim Form and return it with the images required.

We appreciate your loyalty and patience,  
Warranty Department



### WARRANTY CLAIM FORM

Date:		
Last Name:		First Name:
Address:		
City:	State:	Zip:
Email Address:		
Home Phone:		
Work Phone:		
Cell Phone:		

Name of Retailer:		
Address:		
City:	State:	Zip:

**I am having a problem with my: Mattress \_\_\_\_\_ Foundation \_\_\_\_\_ Both \_\_\_\_\_**

	Mattress	Foundation
Model / Size		
Manufacturing Date:		
Bar Code (8 or 9 Digits on law tag)		
Code (A, B, G, N, O, T) on law tag		

Date of Purchase:		
Did you purchase the mattress / foundation as a set?		
If not provide each date:	Mattress:	Foundation:

**Mattress: Check any boxes that apply to your product and explain. If body impression is checked, please refer to the detailed section on "How to measure body impressions." Please provide photos of exact measurements as specified in that section.**

<input type="checkbox"/>	Soiled / Stained	
<input type="checkbox"/>	Sides Collapsing or Bulging Out	
<input type="checkbox"/>	Body Impression	



	Other	
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Is your mattress or box spring cover soiled, stained, burned or torn? ☐Yes ☐No

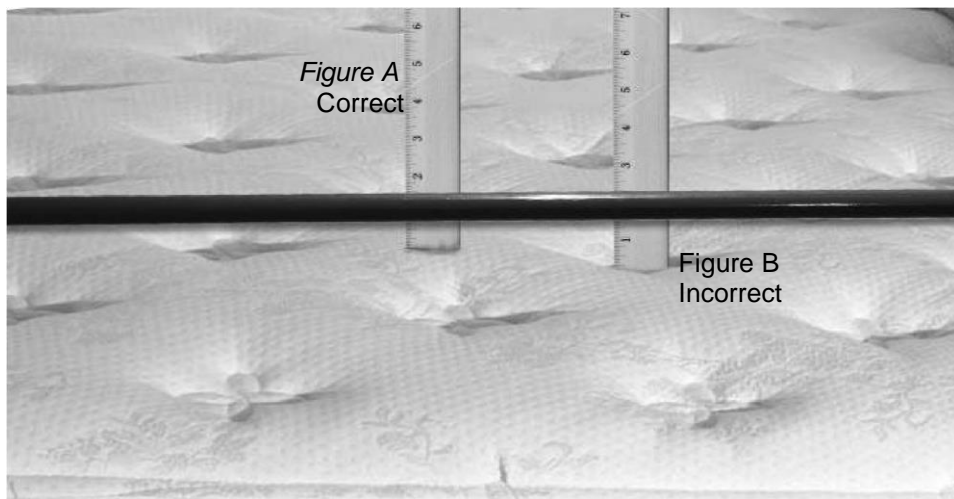
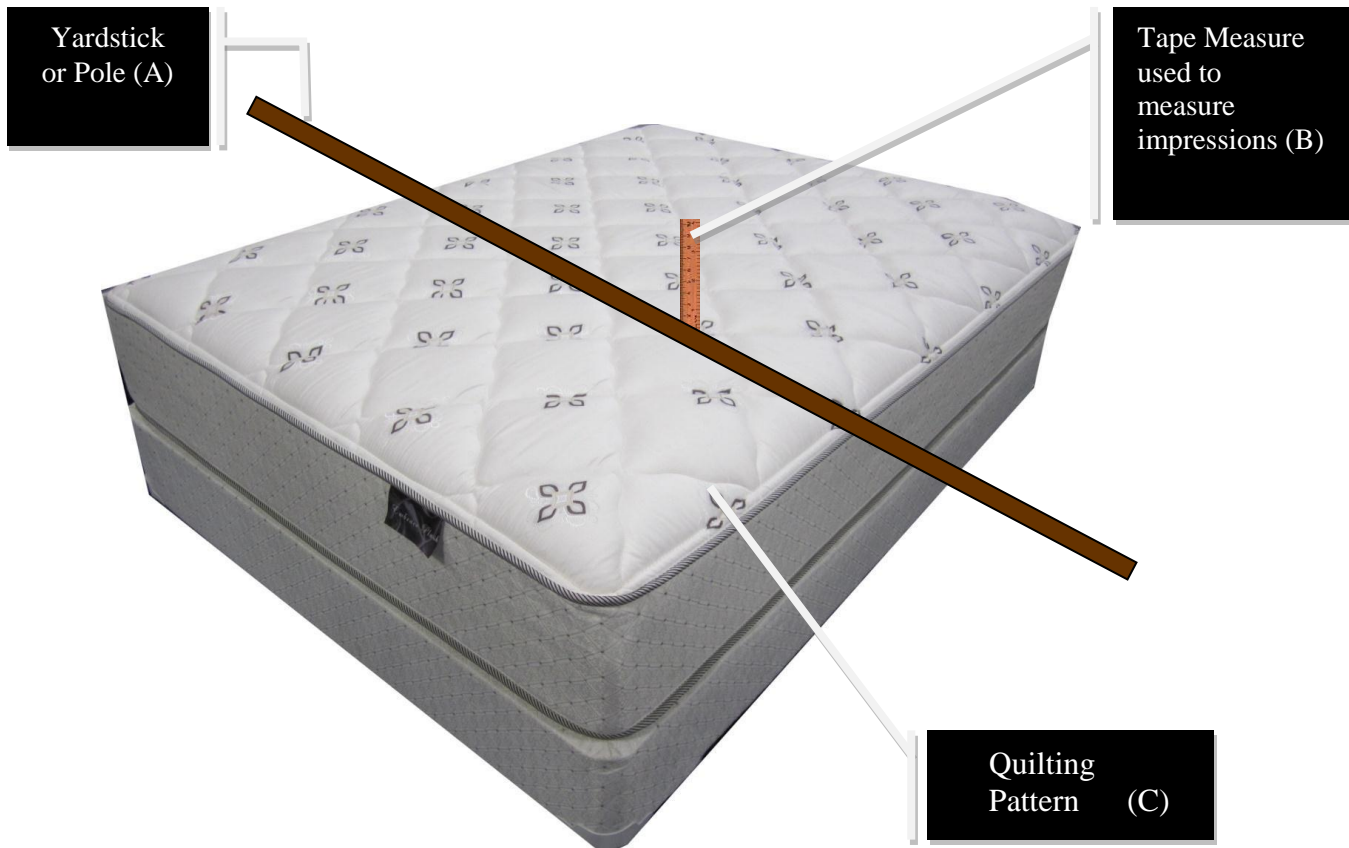
Body Impressions: Mattress sagging and upholstery pocketing areas are formed into the mattress by the body's different contours. No mattress will remain perfectly flat on the surface forever. The Industry Standard terminology for these indentions is "Body Impression". These impressions are inherent into the mattress due to more foam layering, added insulator pads, memory foam, and Dacron materials in construction. Queen and King sized mattresses may have impressions that are more noticeable, and the Euro and Pillow Top models carry the deepest impressions. Industry Standard for a body impression that is considered a manufacturing defect is greater than 1½ inches, less than that is considered normal product variation. In the event that the impressions become greater than 1½ inches during the warranty period, the mattress will be replaced at the sole discretion of the manufacturer or MBA as servicer of any applicable manufacturer's warranty.

### **HOW TO MEASURE BODY IMPRESSIONS**

Place a yardstick or broomstick across the location of body impression(s). Use a ruler to measure depth of the impression. Measure from the center padded area of quilting, **NOT** in the seams of the quilted threads so that measurements will be accurate. Take a photograph of indentation(s) or defects and submit with this form.

*Avoid applying pressure to the product when taking this measurement, those photos will not be accepted.*

**Please use diagram below to identify location where you have a problem**



## FOUNDATION INFORMATION

Check any boxes that may apply to your foundation and please explain.

	Noise:
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	Other:
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***If you do not use a foundation, then please write in "none used"***

***Squeaks or Noises:*** Squeaks and other noises most often originate from the bed frame, headboard, or footboard. Remove the mattress and box spring from the bed frame. Check the frame by pushing down in several locations to locate the noise. If the noise cannot be located, replace the box spring on the frame and repeat the test. Finally, replace the mattress and repeat the test.

***Broken Boards:*** Broken boards please list # of broken boards presenting the issue \_\_\_\_\_

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**IMPORTANT:**

1. You must have an intact "**Law Tag**" on your mattress and/or foundation.
2. Attach a copy of your proof of purchase and photos of your mattress, foundation and frame.
3. Photos must be mailed or emailed in for submission.
4. Photos cannot be faxed.
5. Manufacturer has sole discretion to repair or replace defective product.

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*I represent that the information above is accurate and complete to the best of my knowledge.*

Signature \_\_\_\_\_ Date \_\_\_\_\_

<i>Mattress By Appointment greatly appreciates you taking the time to fill out this form.</i>
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