

# Consumer Warranty Claim Request Form

It is our basic business priority to deal quickly and effectively with any customer complaint or dissatisfaction, which results from a vendor product failure.

1. Please read the following before filling out the attached Warranty Claim Form.

## Nature of problem

## Possible solutions

### **Body Impressions**

Please see the warranty, as there is specific information that refers to body impressions. Body impressions do not indicate a structural weakness or breaking down of the innerspring unit. They are a natural occurrence of the mattress filling material, cotton and foam, conforming to each person's individual weight and body characteristics.

### **Squeaks or Noises**

Squeaks and other noises usually 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.

2. If you have a pro-rated warranty expect to pay a pro-rated usage charge if the bedding is returned after the free repair or replacement period has expired. You will also be required to pay transportation costs from the nearest manufacturing facility.
3. Expect bedding of equal or better quality if identical materials are not available. There is no guarantee that the product you receive will have the same fabric cover or construction as your current mattress or box spring as sleep set models change and may not be available at the time of replacement.
4. Make a copy of your proof of purchase (store invoice) and submit this with the Consumer Warranty Claim Request Form. **The proof of purchase is required or the bedding will not be covered by the warranty.**
5. Pictures of the defect are required and should be mailed in with your Warranty Claim Request form.

Please mail the completed and signed "Warranty Claim Form" to:

***Beds To Go  
ATTN: WARRANTY DEPARTMENT  
562 Foothills Plaza Dr.  
Maryville, TN. 37801***

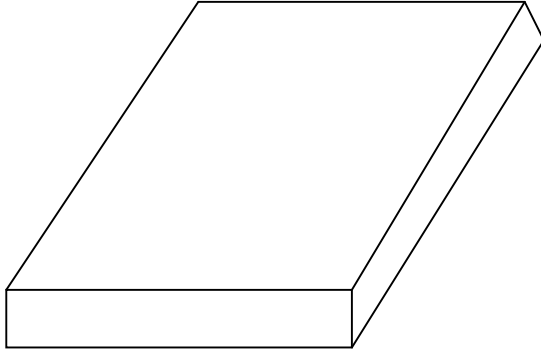




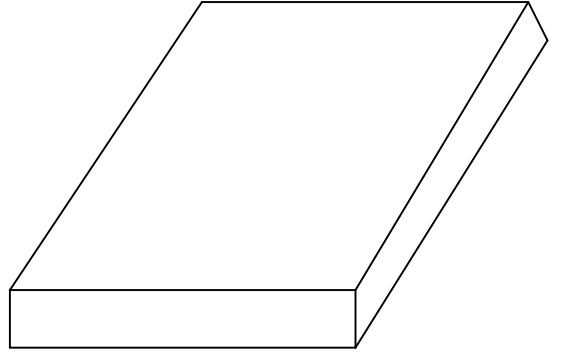
**WARRANTY CLAIM FORM**

Please use these diagrams to identify where you have problems with your bedding (**printing of diagram required**).

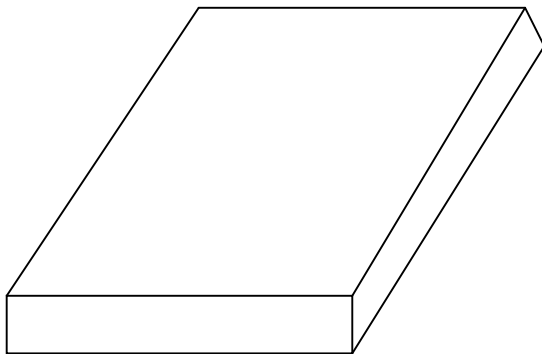
**MATTRESS TOP**



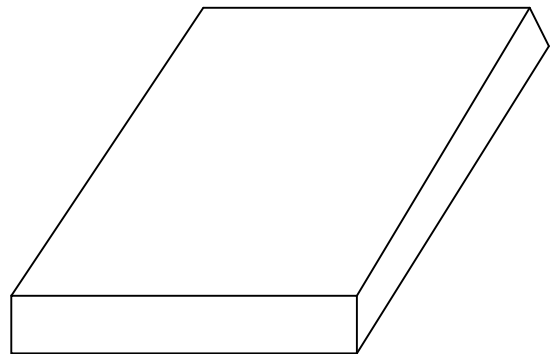
**BOX SPRING TOP**



**MATTRESS BOTTOM  
(If Two Sleeping Surfaces)**

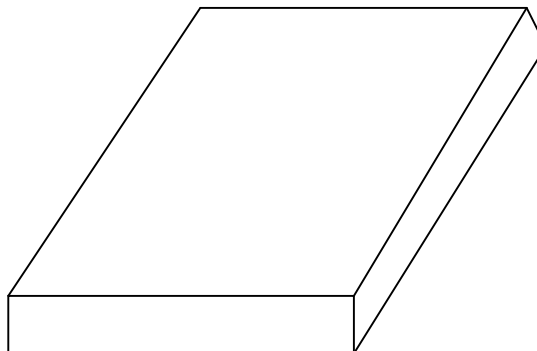


**BOX SPRING BOTTOM**



The frame supporting your mattress and box spring is important to the life of your product. Describe your frame (indicate location of center legs, horizontal or vertical supports).

**BED FRAME**



**WARRANTY CLAIM FORM**

**LAW TAG**

**EXAMPLE**

42 010606 04 F3	
UNDER PENALTY OF LAW THIS TAG NOT TO BE REMOVED EXCEPT BY THE CONSUMER	
ALL NEW MATERIAL CONSISTING OF	
Resinated Textile Clipping Pad Wire Spring Unit	100%
Reg. No. or Lic. No. N.Y. 48443	
	Certification is made by the manufacturer that the materials in this article are described in accordance with law.
Made By: 11220 Space Blvd Johnson City, TN. 32837	
693604 60x80 5425 0245 Keswick LTD PT Restonic Warranty F3 PC# DATE OF MANUFACTURE 1513 01-06-06 04	

Made By: \_\_\_\_\_

Size \_\_\_\_\_

Model Name \_\_\_\_\_

Warranty \_\_\_\_\_

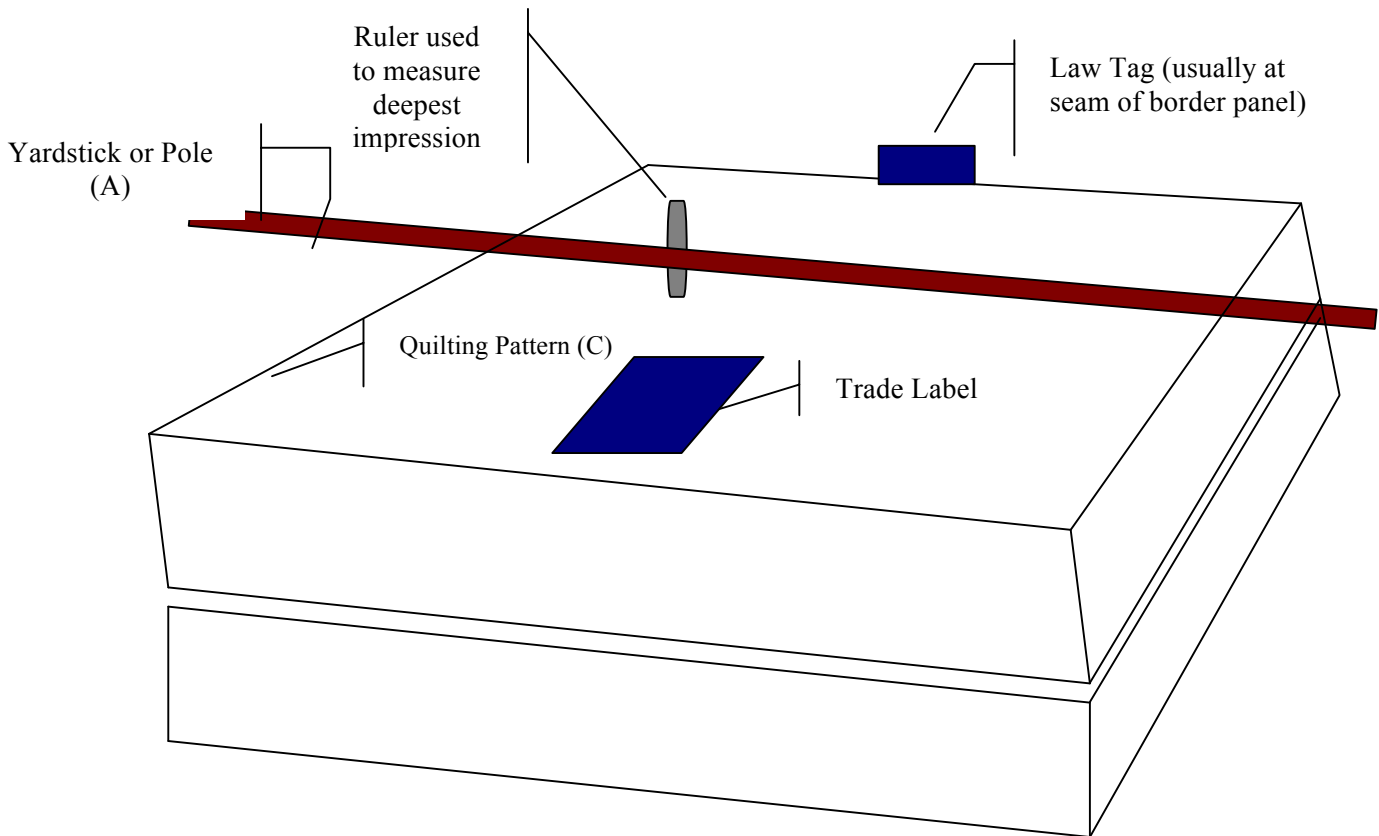
PC# Date of Manufacture

**WARRANTY CLAIM FORM**

**HOW TO MEASURE BODY IMPRESSIONS**

1. Place a yardstick or broomstick across the location of body impression (s), (hip area is usually deepest). Fig. (A)
2. Using ruler, measure depth of impression from deepest point of mattress surface to edge of yardstick. Fig (B)
3. Measure from center of padded area of quilting, not the seams of the quilting threads, so that measurements will be accurate. Fig. (C)
4. It is best if you have room to measure again with mattress on floor.
5. Measure your box spring in the same manner as listed above.

\*\*\* Please take measurements from top surface of mattress, then flip mattress and measure again. Please note these measurements in question #3 of the Warranty Claim Form. Providing us with these measurements will enable us to process your claim in less time.



## Limited Warranty Highlights

### Length of Warranty

Your warranty protects you from the day you purchase your sleep set and continues according to the "Warranty Schedule" found on your original warranty card. **In the event that we repair or replace your sleep set, this warranty continues your protection from the original date of purchase. Please refer to your original warranty card for specific details.**

### *Warranty Coverage*

This warranty covers the following items during normal wear:

#### **Mattress:**

- Torn handles, stitches pulled out of the handle where sewn to the mattress, or tears in the mattress fabric where the handles are attached.
- Coils or wires that are loose, broken, protrude or rip through fabric.
- **Body indentations of 1-1/2" or greater.**
- **Sagging: Your mattress must be continuously supported by a matching box spring, or equivalent, with an appropriate frame. The frame should include a rigid center support with at least 5 legs or 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.**

#### **Box spring:**

- Splits in the wood frame.
- Squeaks, rattles or noises.
- Bent, loose or defective beams and/or center support rail.
- Loose or broken box spring wire.
- Compression of modules.
- Un-stapling of modules.
- **Sagging: A proper bed frame must continuously support the box spring. For king and queen sets, a rigid center support having at least 5 legs or a rigid center support having at least 5 hardwood cross slats is necessary. A rigid center support is equal to a support that extends from the frame to the floor.**

## *Items not covered*

Items and damages not specifically listed in the "Warranty Coverage" section are not covered, including, for example:

- Mattress fabric
- **Structural damage from using an improper bed frame. This warranty applies to queen and king size mattresses or box springs ONLY if they are used on an appropriate frame with a rigid center support having at least 5 legs or a rigid center support having at least 5 hardwood cross slats.**
- **Clearance bedding sold "as is" and floor models.**
- Comfort preference.
- **Body indentations less than 1-1/2".**
- **Mattress damage due to an inappropriate box spring. A mattress is designed for full performance when used in conjunction with a matching box spring as part of a total sleep set.**
- **Replacement of another piece in the sleep set, unless such other piece is also defective.**
- Mattress or box spring damage due to abuse.
- **Transportation costs.**

### *If A Warranty Problem Occurs...*

We make every effort to be sure we manufacture our sleep sets with the finest materials available. If, however, you do discover a defect in your new mattress or box spring first contact the retail store where you purchased your sleep set. If the retail store has moved or is no longer in business, the manufacturer may be contacted directly or online.

If a defect occurs during the warranty period (which is described in the Warranty Schedule) of your original warranty card, the manufacture will repair or replace the defective mattress and/or box spring within a reasonable period of time.

**In order for this limited warranty to be valid, you must:**

- 1. Be the original consumer purchaser, and have purchased the sleep set from one of our authorized dealers in the United States or Puerto Rico**
- 2. Provide a copy of the original store receipt, or other proof of date, place of purchase and purchase price; and**
- 3. Provide the law label from the defective product.**

If identical materials are not available at the time of product service, the manufacturer reserves the right to substitute material of equal or higher value. **You will be responsible for transportation costs of the product to and from the store or factory, as applicable.**

**Your warranty does not cover products found to be in an unsanitary condition, or when the product failure is due to causes other than defective workmanship or materials.**

ONCE THE WARRANTY REQUEST FORM IS RECEIVED TO THE ADDRESS LISTED BELOW, THE CUSTOMER WILL RECEIVE A PHONE CALL EXPLAINING THE PROCESS.

THANK YOU FOR YOUR CONTINUED BUSINESS, WE LOOK FORWARD TO SERVICING YOU IN THE FUTURE.

***Beds To Go  
Warranty Department  
562 Foothills Plaza Drive  
Maryville, TN. 37801***