

Mattress Warranty Claim Photo Requirements For Depressions, Sagging, and Dips

The following procedure is required, even if the issue may not be visible.

Step 1: Remove the Cover and All Bedding

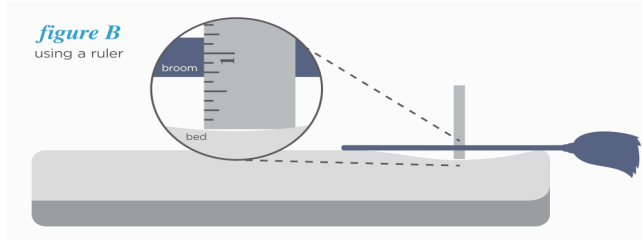
If your mattress has a removable cover, unzip and remove the top portion of the cover. Be sure that all bedding (blankets, sheets, mattress protectors, etc.) have been removed prior to taking any pictures.

Step 2: Straight Edge

Place a straight edge, such as a broom handle or yardstick over the affected area.

Step 3: Measuring Device

Now that you have either a straight edge, yard stick, or broom over the depression in the mattress, you are ready to measure the dip. If you are using a stiff measuring device such as a ruler or steel measuring tape, be careful to avoid placing too much pressure onto the mattress. This could cause the dip measurement to be deeper than it really is. The tip of your measuring device should rest gently on the surface of the mattress. **Do Not Measure into the stitching of the mattress.** Look for the area where the dip is at the lowest point then measure from this area up to the bottom of the string, broom, or yard stick. This tells you how deep the impression is on your mattress. **Note: a ruler using inches must be used to measure the depression.**



Step 4: Close Up

Take one close-up photo, showing the measurement clearly.

Step 5: Whole Bed

Take one photo from a distance, including the measurement and as much of the surface of the mattress as best you can.

Step 6: Base Photo

Take one photo of the foundation or base used to support your mattress.

- Remove the mattress from the boxspring/base/foundation and take one photo showing as much of the surface as possible. IF there is a depression, please take a close up photo showing the measurement.
- On Queen and King-size models, center support that extends to the floor is required.
- Solid Platform application may be used however it is required to offer center support that extends to the floor

Step 7: Law Tag Photo

Take one photo of the mattress law tag, ensuring the text on the tag can be read clearly in the image.

- The product must have a law tag in order to be eligible for warranty. Products without tags cannot be processed.
- The law tag is usually located at the head of the mattress either between the mattress and the wall, or between the mattress and box spring.
- The law tag will have a manufacture date along with a number that begins with the letter "M" or "F"
- The base unit/box spring will have a separate law tag.

Procedure Reminders:

- Do not place any weighted objects, including people, on the mattress while taking the photos.
- The photos listed above are required for any mattress, mattress set, or foundation claim request.