

mattressmatters

WARRANTY SERVICE REQUEST FORM

There are some common problems that people experience with their sleep sets. For more details, please visit us at www.mattressmatters.com/html/warranty.html. Please follow the directions, as these are the easiest ways to cure the problem.

PLEASE FILL OUT AND RETURN TO US:

If these common problems do not the apply, or you have tried the cure and it did not fix your problem, please fill out this warranty exchange form and mail/fax it to us. Once we have received it, a customer service manager will review it and contact you.

Mail To:
MattressMatters
Attn: Customer Service
5700 Brookpark Rd, Cleveland, OH 44129

Fax To:
216.335.9921

Please note: We charge \$20 to do a customer service inspection. If your mattress does qualify for a warranty exchange the \$20 fee will be applied to the delivery exchange charge of \$40.

Name: _____

Address: _____

City: _____ Zip: _____

Phone Number: _____ Best Time to Call: _____

Alternate Phone Number: _____

Date of Purchase: _____ Date of Delivery: _____

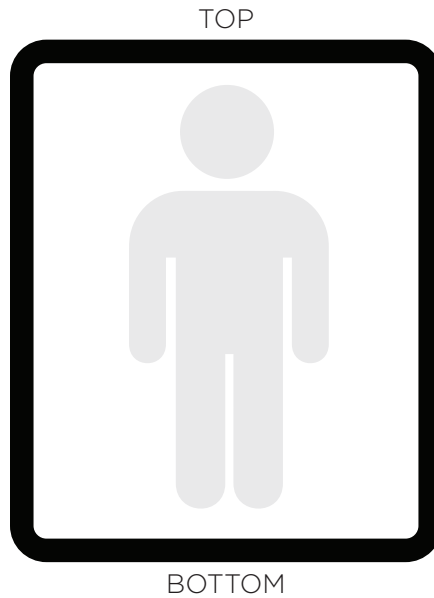
Invoice number: _____ Mattress Size: _____

Model name: _____

PLEASE DESCRIBE THE PROBLEM IN DETAIL:

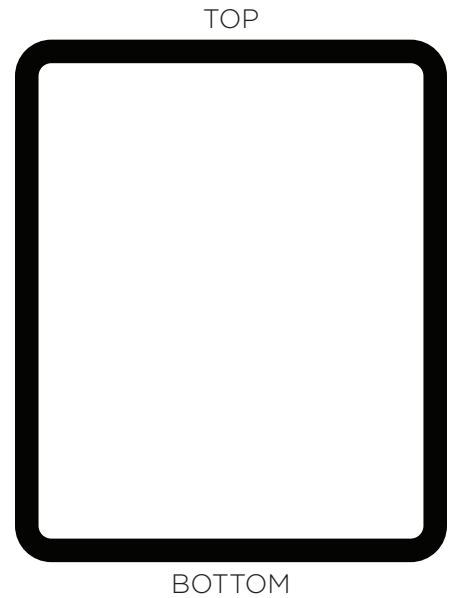
If you have any questions on how to complete this form, please call the store.

**PLEASE MARK
ON THE DIAGRAMS
WHERE YOUR
PROBLEM OCCURS:**



BOTTOM

MATTRESS



BOTTOM

BOXSPRING

IMPORTANT NOTE:

The manufacturer's warranty is automatically void on any mattress that is **stained, soiled, or shows signs of abuse.**

MATTRESS SIDES

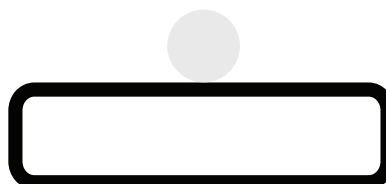


LEFT SIDE



RIGHT SIDE

MATTRESS HEAD & FOOT



HEAD



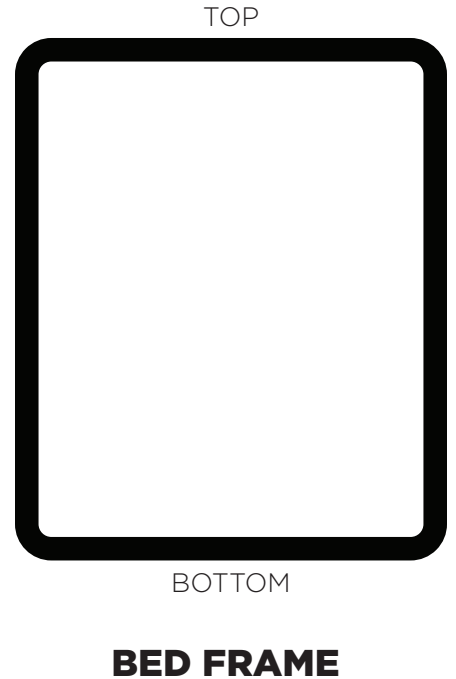
FOOT

If you have any questions on how to complete this form, please call the store.

YOUR BED FRAME:

PLEASE DESCRIBE YOUR BED FRAME:

Please mark on diagram the location of your center supports, as well as the feet or wheels on your frame:



SAGGING PROBLEMS?

If the problem you are having with your mattress is sagging, please measure the amount of the sag.

To do this correctly, run a string across the mattress, and then measure into the deepest part of the depression. Do not measure into the sewing pattern as these are designed to be lower than the crown of the mattress.

If the sag is LESS than 1 ½ inches, it is not covered by the warranty.

Amount of Depression: _____

If you have any questions on how to complete this form, please call the store.