

Dear Valued Customer,

We regret that you are experiencing performance concerns with one or all of the components in your sleep set. The iMS family of companies (Mattress Warehouse/Sleep Outfitters) partners with only the most reputable and established companies in mattress manufacturing to deliver the finest product and values to you, our customer.

The manufacturers warranty their products against manufacturing defects of varying degrees and lengths of time, these components are outlined in the warranty card attached to all new products or you can review your warranty on the customer service tab on our websites, [www.sleepoutfitters.com](http://www.sleepoutfitters.com) or [www.mattresswarehouse.com](http://www.mattresswarehouse.com).

Enclosed you will find a warranty claim packet with step-by-step instructions on how to file a claim. Please review the information enclosed that details how to confirm if your concern is normal wear and tear or defective. After reviewing the claim form, if you believe it to be defective, please fill out the packet and return it to the address above and allow two weeks for processing. Once your claim is processed, we will contact you to setup a warranty inspection appointment. We would prefer to assist you in the process, however you also have the option to deal directly with the manufacturer if you choose.

We would like to take this opportunity to outline a couple of important points regarding your warranty claim:

- Each manufacturer outlines their warranty coverage on the warranty card. Copies of these cards can be found on our websites under the Customer Service tab for your review.
- The bedding must have a Law Tag and must be free from any stains, burns, or torn fabric to qualify for a warranty return.
- Should your claim be approved, you will have an in store credit for the purchase price of the defective product. At this time, we welcome you to come into our stores and reselect your new bedding. You may use this credit to purchase the equivalent bedding or you may decide to try a more luxurious model at additional cost.
- Should you need to utilize our delivery service to exchange the products, there will be a \$53.00 delivery fee
- Only defective merchandise will be replaced, this may lead to the fabric not matching if only once piece of the set is defective.

Once we receive your claim forms, please allow two weeks for us to contact you to schedule a service appointment. If you would like to expedite the process you can fill this form out online at [mattresswarehouse.com](http://mattresswarehouse.com) or [sleepoutfitters.com](http://sleepoutfitters.com) or fax it to 304.586.4442 upon completion. Should you need additional assistance, please contact us directly at 1-866-637-3778. We look forward to helping you rest easy.

Sincerely,

Customer Service

## Frequent Warranty Concerns

### Items covered under most Manufacturers' Warranties

- Body Impressions of 1.5 inches or greater
- Torn Handles
- Coils or Wires broken or protruding
- Pillow-top or fabric lumping or shifting
- Box Springs that rattle or squeak
- Box Springs splits in wood frame
- Box Springs that sag (only if properly supported)

### Items NOT Covered Under Most Manufacturers' Warranties

- Any bedding that has stains, burns, or torn fabric
- Any bedding without a Law Tag
- Mattress Fabric and Stitching
- Comfort preferences
- Bed Height
- Body Impressions under 1.5 inches
- Replacement of another piece in the sleep set, unless defective
- Structural damages due to improper framing or center support

# Warranty Claim Form

Name \_\_\_\_\_  
Street \_\_\_\_\_  
City \_\_\_\_\_  
State \_\_\_\_\_ Zip \_\_\_\_\_  
Home Phone \_\_\_\_\_ Work Phone \_\_\_\_\_

If you would prefer to communicate with us via email please include your email address below. We will use it to communicate with you about the status of your warranty claim and upcoming promotions that may be of interest to you.

Email \_\_\_\_\_

\*This information will be used solely by Mattress Warehouse/Sleep Outfitters and not released to other organizations.

**Is your home with in 10 miles of our store? YES NO (circle one please)**

Please tell us which product(s) you are having a problem with:

Mattress \_\_\_\_\_ Box Spring \_\_\_\_\_ Both \_\_\_\_\_

In order to accurately and quickly process your request, we will need you to fill in the following information from the law tags\* of both your mattress and the box spring, even if on 1 piece is defective.

\*Law tags can be found attached to the foot of the bedding

42 010606 04 F3	
UNDER THE 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 the Sealy Mattress Company 1120 Space Blvd. Orlando, FL 32837	
693604	36X84 5425 0245
Kenswick LTD PT	Sealy
Warranty	F3
PC #	DATE OF MANUFACTURE
1513	01-06-06-04

**SIZE**

**MODEL NAME**

**WARRANTY CODE**

**DATE MADE**

	Mattress	Box Spring**
<b>Size</b>	_____	_____
<b>Model Name</b>	_____	_____
<b>Warranty Code</b>	_____	_____
<b>Date Made</b>	_____	_____
<b>Purchase Date</b>	_____	
<b>Location Purchased From</b>	_____	

\*\*If you do not use a box spring, then please write "none used"

## Mattresses

1. Remove all bedding from Mattress
2. Allow 3 hours after removing bedding to measure for Impressions
3. When measuring, please make sure the sleeping surface is completely free of obstacles.
4. Stand next to bedding when measuring, and do not put any pressure on the mattress, as this may cause inaccurate results.
5. Some contouring of the sleeping surface is normal as your mattress conforms to your body over time
6. Inspect your mattress for the following items  
(Please check if present and mark the location)
  - Stains or dirty areas
  - Holes or rips in the fabric
  - A Law tag sewn into the sides of the mattress
  - Springs poking through the fabric
  - Mattress has impressions or lumps in the sleeping surface
  - Sides collapsing or bulging out
  - Stitching unraveling
  - Handles torn
  - Photos Included
  - Other

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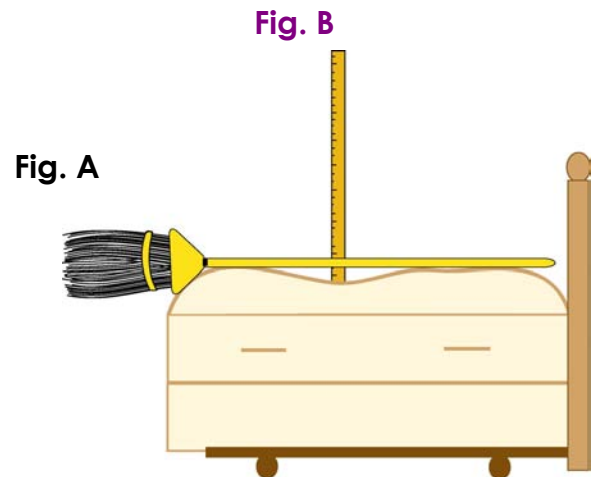
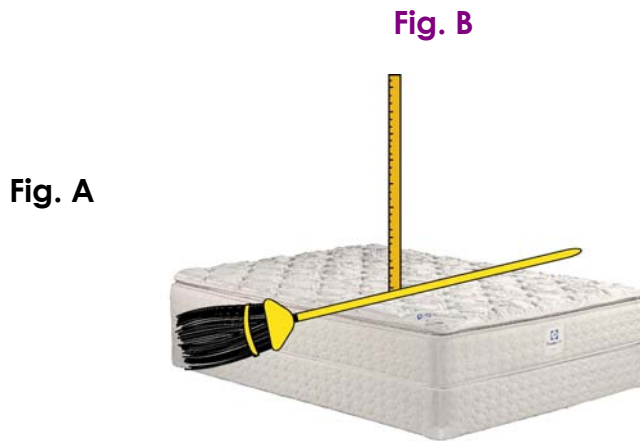
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**This is how your mattress should look when measuring.**

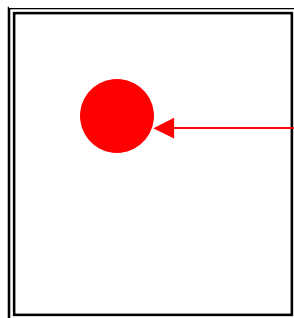
## HOW TO MEASURE BODY IMPRESSIONS

1. Place a yardstick or broomstick across the body impression(s), (hip area is usually deepest). Fig. (A)
2. Using ruler, measure depth of impression from the deepest point of mattress surface (not the deepest point of stitching) to edge of yardstick. Fig. (B)
3. Please note where on the mattress the body impression is located Fig. (C)



**EXAMPLE Fig. C**

(head of mattress)



(foot of mattress)

Where the body impression is located on your mattress

**Your mattress-**

Please mark where your impression is

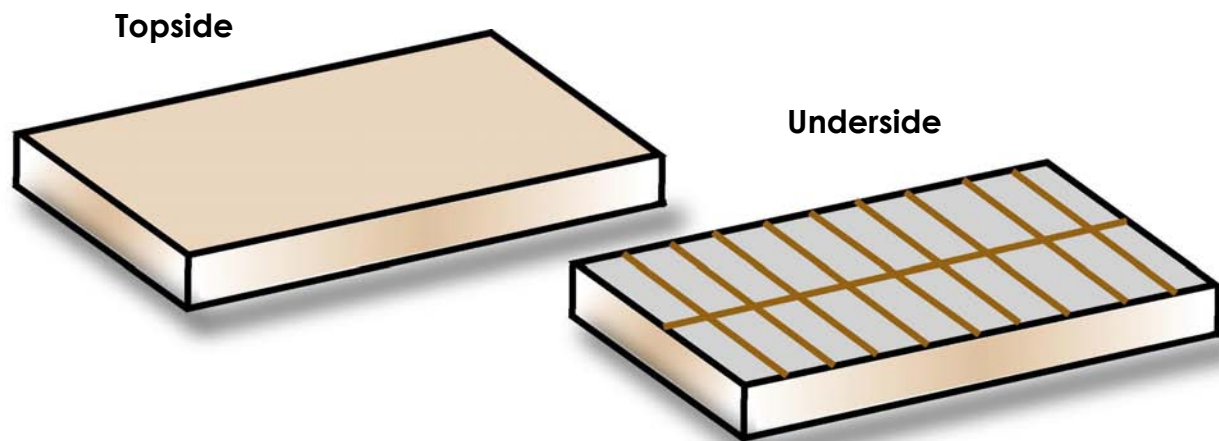
(head of mattress)



(foot of mattress)

## Box Springs/Foundations

1. Remove Mattress from the Box Spring(s)/foundations
2. Inspect Top, Bottom, and sides for damage
3. Locate the law tag and fill out page 5
4. Please indicate below what is wrong with your product
  - Squeak, other noise
  - Broken Slat
  - Spring Protruding
  - Hole in Material
  - Dust cover loose/removed
  - Loose thread



### Support System

