

Warranty Claim Form

- 1. Please fill this form out entirely.
- 2. Ensure that the product is free of stains and the manufacturer law label is intact.
- 3. Send in the form along with the original receipt of purchase and a picture of the law label.

If you need assistance in locating the required information, please contact any of our stores.

Note to Claimant: Manufacturer guidelines and OSHA regulations prohibit the warranty approval of ANY subject product that has visible stains, or is missing the manufacturer law label, regardless of age.

TODAY'S DATE:	
ORIGINAL DATE OF PURCHASE:	
CUSTOMER NAME:	
ADDRESS:	
CITY, STATE & ZIP:	
BEST CONTACT PHONE NUMBER:	
BEST CONTACT E-MAIL:	
ORDER NUMBER (from receipt):	

Please give a complete description of the possible warranty issue:

If your claim is related to an excessive body impression, please measure the depth of the impression, and take a photo. Please include the photo with your claim.

- 1) Stretch a string tightly across the mattress, making sure the string goes over the middle of the impression at its deepest point. (Using safety pins works well.)
- 2) At the deepest point of the impression, place a ruler against the string and take a picture. (Please do not measure from any area with stitching. Be careful not to appear as though you are pressing down into the mattress).

If your claim is related to a noise (such as a squeak, or crackle), isolate the source of the noise by placing the subject product on the floor without a frame. If the noise persists, please continue your claim on that individual piece.

Additional Information Required:				
TYPE OF FRAME USED?	□ 4 LEGS	□ 5 LEGS	□ 6 LEGS	
CENTER SUPPORT?				
(Leg from centermost portion of the frame	to the floor)	\Box YES	\Box NO	
IS THE FRAME ATTACHED TO A HEA	DBOARD/FOOTBO	DARD? 🗆 YES		
ARE THERE SLATS OR CROSS SUPPO	RTS ON THE FRAM	ME? UYES		
IS THE MATTRESS FREE OF STAINS?				
IS THE LAW LABEL ATTACHED TO T	HE MATTRESS?			

Please mail, fax, or email this form along with a copy of your receipt and photos to:

Factory Mattress Attn: Warranty Claim Dept. 4209 S Industrial Drive Suite # 375 Austin, Texas 78744 Fax- 512-220-0972 Email: Warranty@FactoryMattressTexas.com