



Warranty Claim Form

It is our goal at Factory Mattress to maintain customer satisfaction long after your product is delivered. Part of our commitment to you includes the courtesy of compiling and submitting a warranty claim for your mattress and/or box spring to the manufacturer on your behalf should the need arise. We do not, however, have any role in the decision-making process.

The best outcome can be obtained by submitting a complete claim with sufficient evidence. Every manufacturer requires precise written documentation and detailed photographs. We will be with you the whole way and are dedicated to helping you obtain a favorable result!

This form is used for claims on all mattresses and/or foundations outside of Tempurpedic. For claims on metal frames, headboards/footboards, mattress protectors, pillows and all Tempurpedic products, please contact the manufacturer directly.

If you need assistance in locating any of the required information in this form, please contact the Warranty Department at **512-905-1644**, or you may call one of our associates at any of our stores.

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

Step 1:

Complete the following information. Please ensure your email address is valid, as this is our primary means of contacting you. An invalid or illegible email address can slow this process down significantly. (Items marked with * are required.)

Today's Date * _____

Customer Name on Receipt* _____

Best Contact Email* _____

Best Contact Phone _____

Best Text Messaging Number _____

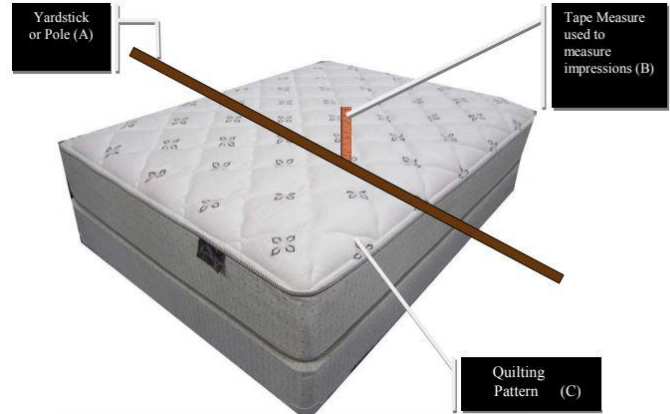
Sales Order Number from Receipt* _____

Description of issue _____

Step 2:

If your claim is for body impressions, dips, sinking or sagging, obtain a measurement of the impression using a straight edge and a ruler. Take a photograph of the ruler at eye level and be sure not to show the ruler at an angle or appear as though you are pressing into the mattress.

If your claim is not related to an impression or sag, skip to step three.



Step 3:

If your claim is on a mattress made by Simmons, Sealy, or Kingsdown, take a photograph of the foundations (box springs) and frame used under the mattress. It is not necessary to take the mattress off for the photo. Be sure your picture shows the center support of the frame touching the floor if the mattress is a queen or larger. If your claim is for a product made by any other manufacturer, skip to step four.

Step 4:

Take a photograph of the law tag on the defective product. Make sure that the manufactured date is visible. The law tag evidence is critical. Without the law tag, we cannot proceed with your claim. See example.

Step 5:

Take a photograph of the surface on the uncovered defective product. Try to show all four corners in your photo.

Step 6:

Take a photograph of the defect itself. If the defect is not visible, such as with a noisy box spring, skip to step seven.

Step 7:

Make sure warranty@factorymattresstexas.com is in your email contacts so you don't miss future communications from us relating to your claim status.

Final Step:

Submit this form along with the required photos and a copy of your receipt to Warranty@Factorymattresstexas.com

If for some reason you cannot collect the required evidence, an inspector can be assigned to your case for a fee. If you wish to schedule an inspection, please contact the warranty department by phone or email.

