

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.

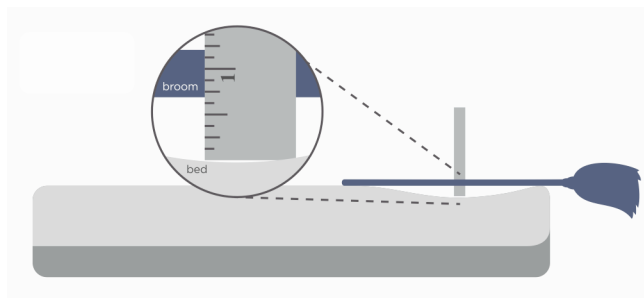
Step 2: Straight Edge

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

Step 3: Measuring Device

Place a tape measure or ruler into the deepest area of the depression.

- DO NOT measure into the mattress's stitching.



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.

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 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 the name of the manufacturer.
- 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.