

## WHAT DOES MY MATTRESS WARRANTY TYPICALLY COVER?

Here are a few things to know about your sleep set:

**BODY IMPRESSIONS:** Body impressions are inherent and to be expected in today's bedding. Just as a shoe conforms to your foot, the upholstery materials in the mattress will conform and customize itself to your individual body shape. A body impression up to 1 1/2" inches is considered normal on most mattresses.

**CENTER RIDGE:** On a king size mattress, the middle 18" of the bed normally does not get slept on so it usually does not settle at the same rate as the primary sleeping surface. In addition, because there are two foundations underneath the mattress you may feel and see a ridge down the center of the bed. This is an inherent aspect of owning a king size bed.

**SOIL OR STAINS:** Any type of soiling or stain on the mattress will void the warranty. It is the responsibility of the customer to protect their mattress from stains and soiling. This is a regulation put forth by the Occupational Safety and Health Administration (OSHA).

**SAGGING:** Center sagging is usually caused by inadequate frame support. Queen size and larger mattresses must have a bed frame with center support as well as at least one center leg.

**SQUEAKS/NOISE:** Squeaks and other noises usually originate from the bed frame, headboard or footboard. Remove the mattress and the foundation from the bed frame. Check the frame by pushing down on it.

**PULLED OUT HANDLES:** Handles are intended for positioning the mattress only and should not be used to lift or carry the mattress.

**COMFORT:** Comfort preference is not covered under the warranty.

# WHAT PICTURES TO SUBMIT FOR WARRANTY



Show a picture of the whole mattress or set without bedding



Show a picture of the foundation (or bed) underneath the mattress



Show a picture of the frame or support underneath the mattress.



Showing the defect. If an impression, with a straight edge across the mattress, measure down showing the depth of the impression



Picture of law tag showing Item number and serial and or bed number.