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THANK YOU FOR THE CONFIDENCE YOU HAVE PLACED IN US

We will do everything possible to continue to earn your trust.

CONGRATULATIONS on becoming an owner of a quality sleep set from Araam. At Araam our goal is to provide the highest quality product with durability, assuring you the most comfortable and healthy night's sleep. We understand that your sleep set is an investment, and we know you will enjoy the experience tonight...and every night for years to come.

As a Canadian manufacturer, Araam is proud to deliver the finest craftsmanship. We use quality materials in our products to meet your comfort needs and wants.

Careful attention of your sleep set will ensure it delivers great comfort for many years to come. If you have any questions or comments with your product, simply contact the retail store where you made your purchase. Start by please taking a few minutes to read over the enclosed warranty guidelines.

RESPONSIBILITIES OF THE CUSTOMER

Proper care will not only help extend the life of your product, but also help to preserve the validity of your warranty. To maintain coverage under the terms of this warranty, you must do the following:

PROTECT YOUR INVESTMENT – PLEASE NOTE THE FOLLOWING VOIDS YOUR WARRANTY

1	2	3
Improper bed support will void the warranty – you need a proper bed frame and box spring.	Stains void the warranty. Invest in a mattress protector.	Law Tag has to be retained for any warranty claims – See page 5 for illustration.

UNPACKING YOUR MATTRESS

Expect an adjustment period for both you and your mattress. It may take you some time to get used to the feel of your new mattress, so relax and try to enjoy the new feel.

You may experience a new before use material odour for an initial period; A couple of suggested tips before you use your mattress; open the packaging to allow it 24 hours to breathe and stand it up vertically.

MOVING YOUR MATTRESS & USE OF HANDLES

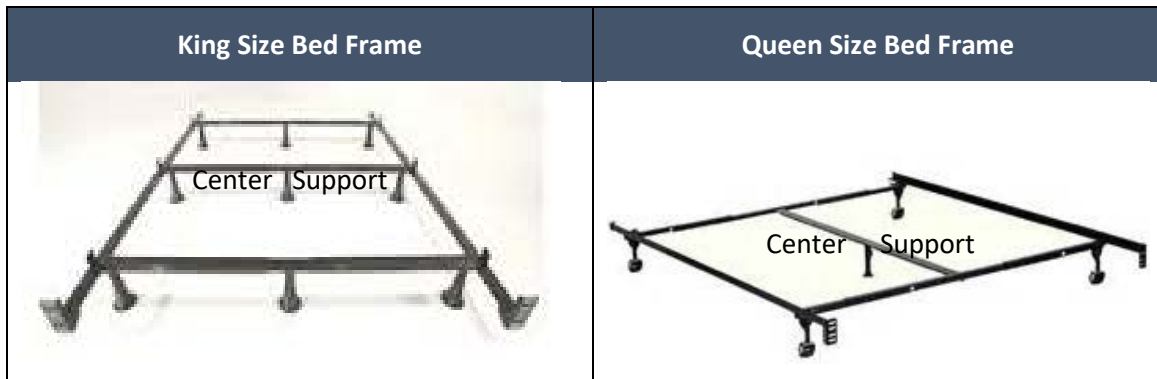
Always carry your mattress flat and never bend your mattress more than 20 degrees. This could damage the coil system and other components, which will significantly reduce the life and comfort of the mattress. Mattress handles are not designed to lift, flip or support the weight of a mattress. They are only designed to position the mattress on the box spring. Warranty claim applications may be declined if it is determined that handles were incorrectly used.

SUPPORT FOR YOUR MATTRESS – BOX SPRING or PLATFORM BED

A sagging mattress can be a result of several factors. A mattress is designed for full performance when used in conjunction with a proper box spring or platform bed matched to support the mattress. To ensure the high level of comfort experience when using your mattress, it is suggested you purchase the recommended Araam box spring or platform bed with no more than 2.5" of space between the slats. If the mattress does not have the proper box spring or platform bed, comfort and support can be affected and your warranty may be voided

SUPPORT FOR YOUR BED SET – THE FRAME

If you use a frame, it must provide a strong, stable support for the box spring of the bed. If you have a queen or a king size bed, the frame must have a centre support system with one centre support with centre leg for a queen and three centre support legs for a king. A proper frame will keep the bed from sagging and keep your warranty valid.

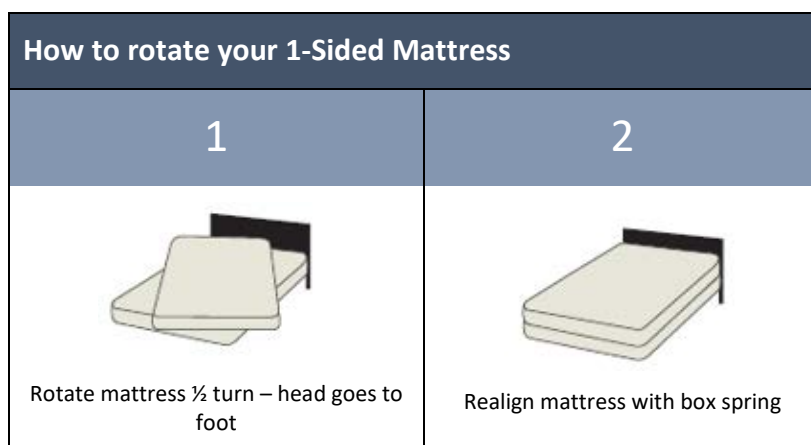








REGULARLY ROTATE YOUR MATTRESS

After you have slept on your mattress for a while, you may see body impressions in the mattress. This is natural as the comfort layers naturally allow for body molding or impressions. However, to keep the body impressions from becoming too deep, you must rotate and flip* your mattress on a regular basis.

During the first 3 months, the mattress should be rotated every month. After the first 3 months, it should be rotated and flipped* quarterly. See the following charts for the correct steps to follow when rotating your mattress:

*Flipping does not apply to non-flip mattress models



How to rotate your 2-Sided Mattress Handles are not designed to lift, flip your mattress.		
1	2	3
	 Rotate mattress counter clockwise to overhang bed spring	 Raise edge on narrower edge
4	5	6
 Lower mattress gently below box spring	 Flip mattress right over	 Realign mattress with box spring

CLEANING YOUR MATTRESS

It is recommended you clean your mattress by vacuuming it every 6 months.

Do not allow your mattress to get wet as any water or other fluids may damage upholstery causing materials to compress. It is recommended you protect your mattress from water and other liquids with a washable mattress pad.

Stains, soiling, fluid penetration or other signs of abuse will void your warranty.

AVOID EXCESSIVE WEAR

Do not stand or jump on your mattress. It was not designed for this and could be seriously damaged, as well as void your warranty. Bending the mattress excessively will also void your warranty.

LAW TAGS

On every sleep set is a Law Tag (see sample below). Customers need to keep the law tag on hand for any future warranty claims.

<p>Not to be removed until delivered to the consumer</p> <p>Ne pas enlever avant la livraison au consommateur</p>	
<p>This article contains NEW MATERIAL ONLY</p> <p>Cet article contient des MATÉRIAUX NEUFS SEULEMENT</p>	
<p>This label is affixed in compliance with Provincial Law</p> <p>Cette étiquette est apposée conformément à la loi de la province</p>	
<p>Made by reg. no.</p>	<p>TSSA:IIT-0219002</p>
	<p>Fabriqué par No de permis</p>
<p>Content Wool/Laine</p>	<p>Contenu</p>
<p>Federal Requirement-Exigence Fédérale CA 41045 MADE IN CANADA</p>	

BE SAFE

Do not smoke in bed or use open flames near the bed.

RESPONSIBILITIES OF THE RETAILER

If you have a possible warranty concern or discover a defect, please contact your retailer. Your retailer will assist you to submit a claim. The retailer will be helpful through the warranty process to assist you with:

FILLING OUT YOUR WARRANTY CLAIM FORM

Should you require, your retailer will work with you to fill out the **Warranty Claim Form**.

ACHIEVE TRANSPARENCY

The retailer's goal is to assist the customer to obtain pertinent information to achieve a fair and transparent warranty decision.

The retailer is required to provide to Araam the Law Tag and original purchase invoice at the time when a warranty claim is submitted.

RESPONSIBILITIES OF ARAAM

With our bed making experience, our philosophy and commitment focuses on the pursuit of perfection and the delivery of a deep, energizing night's sleep. Araam understands that your mattress purchase is an investment and is committed to upholding the intent of the warranty.

COMMITMENT TO FAIRNESS

Araam is committed to providing a clear decision and consistent interpretation of our warranty guidelines.

TIMELY ASSESSMENT

Araam will commit to assess the claim within a reasonable time period after all required information has been submitted and received.

TIMELY WARRANTY PRODUCT REPAIR OR REPLACEMENT

If a decision has been made to repair or replace the product, Araam will provide a quick turn around for repairs or a replacement.

WARRANTY COVERAGE

We strongly believe in the quality, design and craftsmanship of our products. Our warranty covers manufacturing defects in workmanship and material, as detailed below.

1. This warranty is provided **ONLY** to the original purchaser.
2. The warranty protects your products from the original date of purchase, until the end of the specified warranty period (please refer to the "Warranty Chart").
3. Your warranty protects you from the day you purchase your new product. In the event we provide coverage under this warranty, the warranty will not be renewed or extended, but will continue from the original date of purchase. In the event of product failure during the warranty period, the service terms stated in this warranty shall be the consumer's sole and exclusive remedy.
4. We change materials periodically and may substitute materials for those of a comparable value. On this basis, Araam also reserves the right to substitute comparable models or similar materials based on availability to complete the warranty service.
5. Body impressions are a natural occurrence on a mattress, and are not a manufacturing defect. Body impressions less than 1.5" in depth are within acceptable industry standards. Deterioration causing the mattress to have a visible indentation greater than 1.5" in depth is considered a warranty claim, as long as it's not associated improper use, care or maintenance, or from an unsupportive box spring or adjustable bed base. Normal wear requires that the mattress be continuously supported by a matching box spring with a proper bed frame or platform bed with no more than 2.5" of space between the slats.
6. Araam shall not be liable for incidental or consequential damages arising out of the use or inability to use the product. Araam makes no warranty or claim beyond what is contained in this writing and does not imply that this product is suitable for medical conditions. Araam does not authorize any other obligation or liability in connection to this warranty.

WARRANTY CHART

	Coverage Period (Full)	Body Impression (Sagging)
Hypnos	10 YEARS	> 1.5"
Sprout	10 YEARS	> 1.5"
Private Label	10 YEARS	> 1.5"
Zengreen	10 YEARS	> 1.5"
Sova	5 YEARS	> 1.5"
"As-Is" and Floor Models	No Coverage	

COVERAGE EXCLUSION TO WARRANTY

Failure to perform required care and maintenance as explained in the Customer Responsibility section of this warranty may void your warranty such as, but not limited to:

INAPPROPRIATE BOX SPRING, BED FRAME OR PLATFORM BED

Araam will require the purchaser to provide proof of the quality of the box spring, bed frame or platform bed used in conjunction with the mattress. See **Customer Responsibility** section description and illustrations for a proper platform bed, bed frame and box spring.

MISUSE AND ABUSE

Negligence such as physical abuse or damage to the structure and/or cover material, including but not limited to, burns, cuts, or tears will void the warranty.

STAINS

Stains, soiling, fluid penetration or other signs of abuse will void the warranty.

UNSANITARY CONDITION

Araam reserves the right to refuse service and invalidate this warranty when, upon inspection, the product is found to be in an unsanitary condition.

BODY IMPRESSIONS

Body impressions are a natural occurrence on a mattress, not a manufacturing defect. Body impressions less than 1.5" in depth are within acceptable industry standards. These can be minimized with proper rotation. Reference the **Regularly Rotate Your Mattress** section of the warranty for description and illustration of the proper rotation sequence.

Additional items not covered under warranty, such as, but not limited to:

COMFORT PREFERENCE

Comfort preference is not eligible for warranty.

AS IS

Products sold “as-is” and/or “floor models” are not covered by Araam’s warranty. For any “as-is” or “floor model” products that are sold, we ask them to remove the law tags at the time of sale.

HANDLES

Mattress handles are not designed to lift, flip or support the weight of a mattress. They are only designed to position the mattress on the box spring.

BORDER WIRES

Border wires, which run along the interior perimeter of the mattress that get damaged with excessive bending of the mattress.

MEDICAL CONDITION

Araam does not warranty their products as deemed suitable for medical conditions.

TRANSPORTATION AND INSPECTION COSTS

Freight costs are the responsibility of the end user.

THE CUSTOMER'S WARRANTY PROCESS

In order to qualify for warranty coverage, the customer must be able to prove within the coverage period the defect must not be a result of improper care or maintenance.

If a defect in the mattress is detected, the customer's first step is to contact their retailer, where the product was purchased and identify the problem to them. All warranty claims are submitted through the retailer. If you are unable to contact the retailer or if you have relocated, please contact Araam.

Following is a step-by-step process for submitting a warranty claim. All warranty claims are reviewed on a case-by-case basis, due to the specific conditions and circumstances.

STEP 1:

Contact your original retailer within the warranty period. Discuss the situation with them as they are best equipped to resolve the matter for you. The retailer's initial assessment is to determine whether it is a valid warranty claim. The retailer is there to support your best interests and to adequately assess whether your mattress should be considered as a warranty claim. All communication to Araam will come from your retailer.

STEP 2:

Coordinate all required information and documentation and provide this to the retailer. Supporting documentation includes the Bill of Sale (your sales receipt), **Warranty Claim Card** and any other evidence that supports your warranty claim (e.g. pictures). This documentation must all be collected before a warranty claim can be adequately assessed.

STEP 3:

Fill out the **Warranty Claim Card** and provide all required supporting documents. The **Warranty Claim Card** is located on Araam website at araaminc.com:

- Picture of the Law Tag
- Picture of the mattress
- Picture of the box spring
- Picture of the bed frame
- Picture of the body impression

STEP 4:

Provide the retailer with the **Warranty Claim Card** and supporting documentation for their submission of the warranty claim.

STEP 5:

The retailer will communicate between Araam and the customer to keep one another informed of the progress and the decision.

STEP 6:

If the decision is the acceptance of the warranty claim, the claim can follow one of two different processes – repair or replacement. The following outlines each of these two different processes:

REPAIR

The customer will work with the retailer for a repair. Once all supporting warranty documentation is reviewed by Araam, a mattress inspector may be sent to the customer for inspection of the mattress. A decision to repair or replace the mattress will be made after receiving the report from the inspector. In most cases, the mattress will have to be returned to Araam for repair.

STEP 1:

Araam will communicate with the retailer to determine a suitable method and time to transport the mattress. The repairs will normally be processed within 2 days from arriving at the plant.

STEP 2:

The customer is required to transport the product to the plant– this warranty excludes freight costs associated with returning warranty covered product. For this reason and at the sole discretion of Araam, consideration may be provided to offer the customer with full replacement.

REPLACEMENT

The customer will work with the retailer to facilitate the delivery of the replacement product.

Freight costs associated with returning products is normally the responsibility of the customer. The retailer is required to submit the Law Tag and original purchase invoice at the time when a warranty claim is submitted.

Upon receipt of the replacement product the retailer will coordinate with the customer a convenient pick up of the old product.

RETAILER PROCESS

This section describes the steps followed by the retailer in supporting the customer in submitting a warranty claim. The retailer will communicate progress and update the customer on the warranty decision made by Araam.

STEP 1:

Advise the customer about the best course of action for a request for warranty.

STEP 2:

Provide the customer with a **Warranty Claim Card** and assist the customer to complete the information required on the card.

STEP 3:

Collect the supporting documentation, to include the original sales receipt, **Warranty Claim Card**, and other necessary information (e.g. pictures). This required documentation must be collected and submitted in order for a warranty claim to be thoroughly assessed.

STEP 5:

Using the **Warranty Claim Card**, submit the required warranty claim information to Araam.

STEP 6:

The retailer will communicate with the customer to keep them informed of the progress of the warranty claim and notify them of the decision.

STEP 7:

If the decision is the acceptance of the warranty claim, the claim can follow one of two different processes – repair or replacement. The following outlines each of these two different processes:

REPAIR

The retailer will work with Araam for a repair. Once all supporting warranty documentation is reviewed by Araam, a mattress inspector may be sent to the customer for inspection of the mattress. A decision to repair or replace the mattress will be made after receiving the report from the inspector. In most cases, the mattress will have to be returned to Araam for repair.

STEP 1:

Araam will communicate with the retailer to determine a suitable method and time to transport the mattress. Araam's warranty policy outlines repairs can be normally processed within 2 days from arriving at the plant.

STEP 2:

The retailer notifies the customer when the repair is complete and the mattress is ready for pick-up.

REPLACEMENT

The retailer will coordinate the communication between the customer and Araam so that the replacement product is delivered to the customer.

STEP 1:

There is no cost for the manufacturing of the replacement product. As per Araam's policy, freight costs associated with returning product is the responsibility of the retailer.

STEP 2:

It is Araam's policy for the retailer to submit the Araam Law Tag from the mattress and the original sales receipt.

STEP 3:

The retailer submits a purchase order for a no-cost replacement order.

STEP 4:

Upon receipt of the replacement product the retailer will coordinate with the customer a convenient pick up of the old product.

REFUSED GOODS BY THE RETAILER'S RECEIVING DEPARTMENT

The retailer is responsible to inspect the receipt of all shipments at the time of delivery. Any damage should be noted on the Bill of Lading. Should a retailer refuse receipt of the shipped product due to damage, the retailer should hand write this on the Bill of Lading and advise the freight carrier. The Retailer should email copies of all pertinent information (with photos) to Araam immediately.

STEP 1

The retailer hand writes on the freight company's Bill of Lading that it is not willing to accept the damaged shipment. The Retailer takes photographs of the damaged shipment.

STEP 2

The retailer emails Araam immediately of the refused shipment, with copies of handwritten comments on the Bill of Lading and photographs.

ARAAM WARRANTY PROCESS

This section describes Araam's steps in the processing of a warranty claim. In addition, included in this section is Araam's role in the process on refused goods by the Retailer.

STEP 1:

Review Warranty Claim information and decide on the claim. Araam's warranty department will advise the retailer if additional information is required (refer to **Warranty Claim Card**).

STEP 2:

Inform the retailer of Warranty Decision. Upon review and assessment, Araam's warranty department will provide the retailer with the next course of action. All warranty claim communication will go through the retailer.

STEP 3:

Issue Return Goods Order (RGO) Number. If the warranty claim has been approved for replacement, Araam will issue an RGO number. The RGO number is the unique identifier used to catalogue and track each warranty claim. This number will be used to keep record of the warranty claim until completion.

If the decision is the acceptance of the warranty claim by Araam, the claim can follow one of two different processes – repair or replacement. The following outlines each of these two different processes:

REPAIR

Araam will work with the retailer for a repair. Once all supporting warranty documentation is reviewed by Araam, a mattress inspector may be sent to the customer for inspection of the mattress. A decision to repair or replace the mattress will be made after receiving the report from the inspector. In most cases, the mattress will have to be returned to Araam for repair.

STEP 1:

Araam will coordinate with the retailer to determine a suitable method and time to transport the mattress. Araam will provide the Retailer with the RGO number, which is required to be labelled on the mattress before return. Araam strives to complete repairs in a timely manner, normally within a 2-3 business days from arriving at the plant. In some cases, a mobile technician will be able to complete the repair on site locally.

STEP 2:

The warranty department inspects the returned product and assesses whether the decision to repair is the correct course of action.

STEP 3:

If/when the RGO is approved, the warranty department uses the RGO.PRINT function to produce a printed copy of the RGO. Copies of the RGO will go to the shipping and receiving department.

STEP 4:

Copy of the RGO is provided to the supervisor in charge of the repair.

STEP 5:

Upon repair completion, the RGO is updated and all repair work done on the product is to be documented.

STEP 6:

One copy of the RGO with the finished repair work is affixed to the repaired product by Araam's shipping and receiving department.

STEP 7:

The warranty department notifies the retailer that their repaired piece is ready for shipping/pickup.

STEP 8:

Once the mattress is shipped/picked up, the shipping and receiving department will send one copy of the RGO to Araam's accounting department and a second copy to the warranty department. The warranty department will close the RGO.

REPLACEMENT

For replacement, Araam will work with the retailer to facilitate this process.

STEP 1:

There is no cost for the replacement product. As per Araam's policy, freight costs associated with shipping a product is the responsibility of the customer.

STEP 2:

It is Araam's policy for the retailer to submit Araam the Law Tag and the original sales receipt.

STEP 3:

The retailer submits a purchase order for a no-cost replacement order.

STEP 4:

Araam submits the order entry into production and provides the retailer the Order Acknowledgment and the shipping date of the no-cost replacement order.

STEP 5:

Araam arranges with the retailer the shipment/pick-up of the replacement product. Upon receipt of the replacement product the retailer will coordinate with the customer a convenient pick up of the old product.

Araam will advise the retailer whether the old product is to be shipped back to Araam or donated to charity. Proof of donation is required.

STEP 6:

The approved RGO and accompanying paperwork are passed on to Araam's accounting department to be applied to the appropriate account.

A Credit Note is issued by Araam to the retailer to account for the no-cost replacement product.

REFUSED GOODS

The Retailer is responsible to inspect the receipt of all shipments at time of delivery. Any damage should be noted on the Bill of Lading. Should a retailer refuse receipt of shipped product due to damages, the retailer should note this on the Bill of Lading and advise the freight carrier, and email copies of all pertinent information (with photos) to Araam immediately.

When a retailer refuses product shipment due to damages, claim damages against the freight company will be coordinated between the Retailer and Araam, depending on which party has paid for the freight.

STEP 1:

When a retailer refuses product due to damages Araam requires that communication is provided with pictures by the retailer, rather than the freight company, as the retailer can provide more pertinent information as to the reason for the refused product, and the process of returning the goods can be done more quickly and efficiently. Araam will gather the required information from the retailer to support the refusal of goods.

Retailer advises freight carrier not willing to accept damaged shipment and document refusal comments are indicated on the Bill of Lading. Take photographs of damaged shipment.

STEP 2

The retailer will email Araam immediately of the refused shipment, with copies of information and photographs.

Araam will handle claim damages with freight companies.

APPENDIX

WARRANTY CLAIM CARD

Part I. Customer Information – To be Filled out by the Customer

Customer Name:	Purchase Date:	
Address:	City:	Postal Code:
Daytime Phone Number: ()	Evening Phone Number: ()	
Retailer's Invoice #:	Araam's Sales Order # (If Invoice # not provided):	


Part II. Retailer Information – To be Filled out by the Retailer

Dealer Name:		
Address:	City:	Postal Code:
Primary Contact Number: ()		

Part III. Product Description – To be Filled out by the Retailer or the Customer

Product Name:	SKU #:	Mattress <input type="checkbox"/> Box Spring <input type="checkbox"/> Bed Set <input type="checkbox"/>
Description of the Warranty Problem:		

Part IV. Product Inspection – To be Filled out by the Customer or the Retailer

 <p>Circle the location of the Damage</p>	Has the Retail Store Inspected the Problem: Yes <input type="checkbox"/> No <input type="checkbox"/> Describe the Problems: _____ _____ _____
--	--

Part V. Maintenance and Care Questionnaire – To be Filled out by the Customer

Did you rotate your mattress (as per Responsibilities of the Customer Section)?	Yes: <input type="checkbox"/>	No: <input type="checkbox"/>
Picture of Box Springs (please attach)?	Yes: <input type="checkbox"/>	No: <input type="checkbox"/>
Picture of Bed Frame (please attach)?	Yes: <input type="checkbox"/>	No: <input type="checkbox"/>
Picture of the Law Tag (please attach)?	Yes: <input type="checkbox"/>	No: <input type="checkbox"/>
Picture of the warranty problem, use a tape measure to show relative dimensions (please attach)	Yes: <input type="checkbox"/>	No: <input type="checkbox"/>
Picture of the Mattress (please attach)?	Yes: <input type="checkbox"/>	No: <input type="checkbox"/>

Part VI. For Office Use Only

Approved: <input type="checkbox"/>	Not Approved: <input type="checkbox"/>
Comments:	

MEASURING BODY IMPRESSION PROCESS

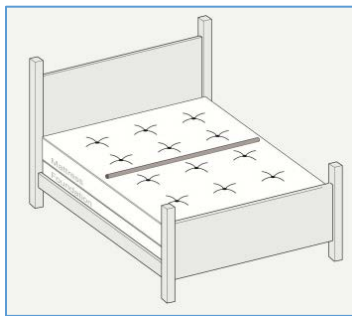
This section is a listing of the steps to be followed in the measuring body impression.

STEP 1:

Lay mattress flat, preferably on the floor.

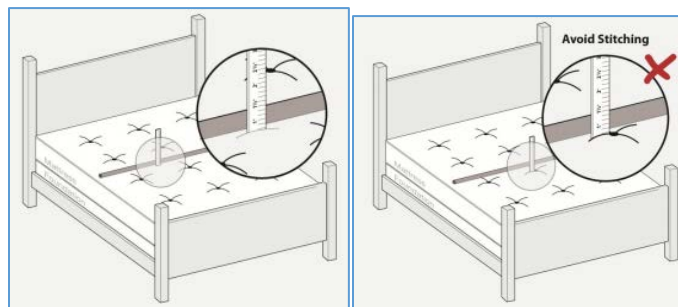
STEP 2:

Lay a yard stick or broomstick across the location of the body impression(s). Hip area is usually the deepest.



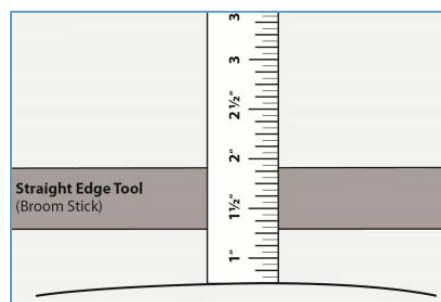
STEP 3:

Using the ruler, measure the depth of the impression from the deepest point of the mattress surface to the edge of the yardstick. Measure from the center of the padded area of quilting and not from the seams of the quilting threads to ensure the measurement is accurate.



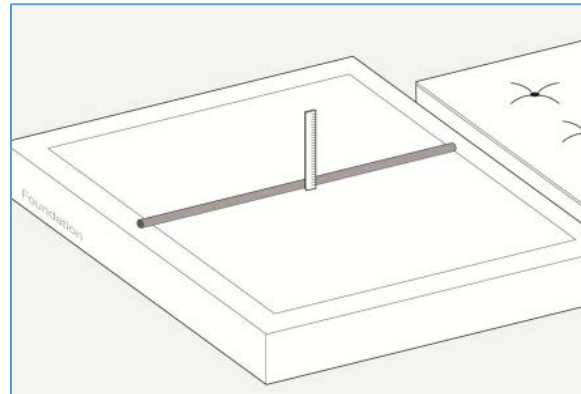
STEP 4:

Take a close up picture of the measurement.



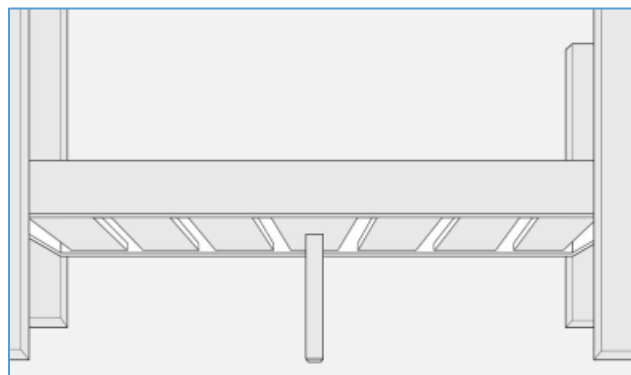
STEP 5:

Perform the same measurements for your box spring.



STEP 6:

A picture of the bed frame is also required.



RESPONSIBILITY CHART

CUSTOMER RESPONSIBILITIES



- Maintain and Care for your Mattress
- Rotate your Mattress
- Use Proper Bed Frame and Box Springs or Platform bed
- Do not Remove the Law Tag
- Fill out the Warranty Claim Card
- Provide Necessary Pictures and Documentation

RETAILER RESPONSIBILITIES



- Support the Customer in Submitting the Claim
- Support the Customer in Gathering Documentation
- Impression Focus on Cooperation

MANUFACTURER RESPONSIBILITIES



- Assess the Warranty Claim
- Commit to a Clear and Consistent Decision
- Provide a Timely Decision
- Provide Repair or Replacement of Product