

## **American Mattress Photo Warranty Claim**

### **At home inspection instructions: body impressions – sagging**

PLEASE NOTE: Any staining or soiling on mattress could immediately void all manufacturer warranties; you must have your law tag attached to your mattress and box spring(s). Furthermore, all deliveries will be subject to a \$99.99 factory exchange (local) delivery charge. All claims will be forwarded to, and all results determined by the related factory. Send all information to [Warranty@americanmattress.com](mailto:Warranty@americanmattress.com)

### **BEDDING WARRANTY CLAIM - WHAT YOU WILL NEED**

Contact information including a valid sales receipt

Product information including information on Law Label

Required Photos - please see below to make sure you have them ready to upload

### **WHAT IS COVERED BY BEDDING WARRANTY?**

Warranties protect your purchase from defects in manufacturing, not from damage caused by use or normal wear and tear.

Any stains, discoloration, rips, tears, or burns will void the manufacturer's warranty. For complete details, read and follow the directions on your warranty card.

### **REQUIRED PHOTOS**

#### **Take a photo of your original receipt**

This is your proof of purchase to be submitted to the manufacturer

Remove all bedding from your mattress including any protectors

## Mattress *(without applying any pressure)*

### Photo of Law Tag attached to the mattress



Picture must be clear and easy to read for a claim to be reviewed.

### Area of Defect



Place straight edge across the area. Place ruler or tape measure vertically to measure.

### Close up area of defect



Close up of previous photo, showing the measurement on ruler or tape measure.

### Measurement of opposite side



Place straight edge across the area. Place ruler or tape measure vertically to measure.

### Close up of opposite side



Close up of previous photo, showing the measurement on ruler or tape measure.

## Foundation

### Photo of Foundation



Place straight edge across the area.  
Place ruler or tape measure vertically to measure.

### Close up of foundation measurement



Close up of previous photo showing the measurement on the foundation.

### Photo of Law Tag attached to the foundation



Picture must be clear and easy to read for a claim to be reviewed.

- **Take a photo of your bed frame**

- Please note that all queen, king and California king mattress sets require a frame with center support with at least one leg in the middle that reaches the floor.

