

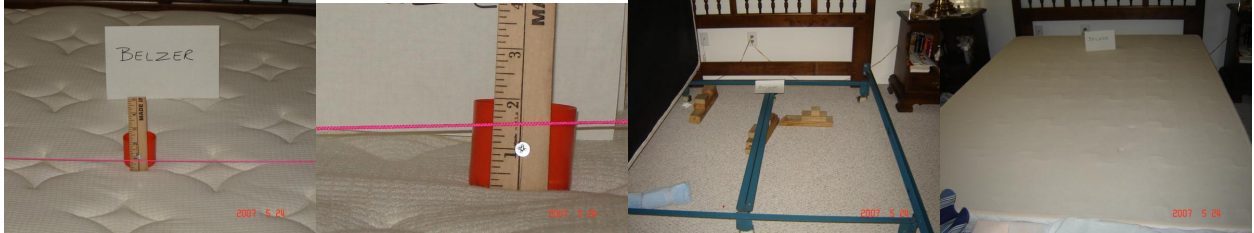
# Dealer Return Request Form Instructions

1. Complete the “Dealer Information” and save to your hard drive so that you do not have to complete this section in the future.
2. Once the Return Request (RR) form is completed, e-mail the form back to your retailer with the 4 pictures attached to the e-mail.

**Pictures** must be submitted with this form. These pictures should include but are not limited to:

1. Mattress including customers name and the current date. (Date can be shown with the camera’s automated date.)
2. Mattress showing defective area
3. Box Spring showing defective area
4. Bed Frame

**Sample Pictures:** Good pictures are critical to ensure a Return Authorization.



## Form Sections

**Dealer Information:** The purpose of this section is to confirm where approved items, per Return Authorization, need to be picked up and to ensure the credit is received by the appropriate dealer.

**Consumer Information:** Enter consumer’s information and/or attach a copy of the legible receipt.

**Product Information:** Check boxes according to product specifications. Warranty code is obtained from the law tag. The warranty code is a two digit code consisting of a letter and number in the lower section of the law tag. Product name is obtained from the label.

**Mattress Information:** This section details the specific mattress information. Obtain the *item number* and *date of manufacture* from the law tag. The item number is a six digit number starting with a 4, 5 or 6 on the left side in the lower section of the law tag. The date of manufacture will also be located in the same section as the item number listed with month, day, and year. **The barcode number is the 12 digit number below the actual barcode on the law tag. Because of new procedures, I cannot process a return without this #.** Confirm the law tag is attached to bed (or at least available.) Describe the manufacturer’s defect observed. Any two sided bed questions are only “if applicable.” Notate on the charts where any abnormalities are from impressions/sagging to abuse areas (including stains that could cause failure or unsanitary conditions.) Describe any other information necessary about the mattress to help make determination for the approval of the RA.

**Example Chart (below):** Note ¼” impression at left side head of mattress, 1” on left side center of mattress and a 2” impression on right side center of mattress. However, the mattress has a 10” liquid stained area in the impression. This staining would be considered abuse as the 10” stained area most likely caused the failure in the mattress. You will only use “side 2” of the charts on the RR form if you had a two-sided mattress. Complete the chart the same way with the box spring.

<b>Use charts to detail depressions, abnormalities, abuse etc.</b>			
Side (1)	(Left Side)	(Center)	(Right Side)
Head	¼”		
Center	1”		2” (10” S)
Foot			

**Box Spring:** This section is to detail the box spring information. Obtain the *item number* and the *date of manufacture* from the Law Tag. See Mattress Information for details on locating item number and date of manufacturer. **The barcode**

**number is the 12 digit number below the actual barcode on the law tag. Because of new procedures, I cannot process a return without this #.** Confirm the law tag is attached to the box spring (or at least available.) Describe the manufacturer's defect observed. Notate in the check boxes if the box spring is abused or unsanitary. Notate in the check box if the box spring is the appropriate box spring for the mattress. Describe any other information necessary about box spring to help make determination for RA.

**Bed Frame:** The Bed Frame is a very important part in determining a manufacturer's defect. Check the type of bed frame used with the set in question. If bed frame type is not shown, describe the frame. Check the boxes for yes or no questions. List the number of slats and/or legs. Describe any information necessary about the frame to help make the determination for the RA.

**Completion of RA Process:** Once the form is completed and returned to Sealy, Sealy will process the request and return the approved RA with stickers back to the dealer. Credit will be given to the dealer upon completion of the RA at corporate. Upon receipt of the stickers the dealer should affix to the plastic on the mattress to make it ready and available for pickup. Without this sticker the item will not be picked up by the Sealy truck driver. If the item is not returned in 60 days from the RA approval the dealer will be debited back the credit given. If the RR form is returned to Sealy not completed or missing pictures etc., the dealer will be contacted requesting the missing information to complete the process. If the item is not approved, for return authorization and credit, the dealer will be notified. Sealy reserves the right to deny any return or RA and reverse credit if previously given, if upon final inspection, it is determined that the product is not defective or does not qualify pursuant to this RA process.