

Dear SSB Consumer:

Thank you for contacting us, we are truly sorry to hear about your experience with our product and would be happy to assist you. Let's get started.

To help us provide you with a prompt response, we need to gather some important information. This guide will assist you in providing the supporting documents needed for your claim.

- Completed Warranty Claim Submission Form
- Copy of your original bill of sale or proof of purchase
- Pictures of all tags attached to the mattress/foundation, especially the law tag **(See Page 3)**
- Pictures of the entire top surface of the mattress without linens **(See Page 4)**
- Pictures of the defect, if the mattress is sagging **(See Page 5 For Instructions)**
- Pictures of the entire top surface of the foundation **(See Page 4)**
- Pictures of the entire frame structure from above showing all side and lateral supports
- Pictures of the frame from beneath showing all legs/supports that extend to the floor

Once we receive and evaluate your claim form and photos, we will notify you of our findings. Please don't dispose of your bedding product until your claim is finalized.

PLEASE NOTE: The pictures and measurements you take will assist us in validating your claim. Please ensure all of the photos requested are provided to avoid delays to your claim.

If you are not able to complete this form and provide the picture's required to validate your claim, we may need to send out an inspector to complete this on your behalf. The fee for this service is \$75.00 which will be charged to your credit card in advance, but will be refunded if the claim is subsequently approved.

Thank you

Warranty Claim Submission Form

Please provide the information below as completely and as accurately as possible. Attach a copy of your bill of sale, pictures of all the required labels and tags as well as pictures of the mattress, (without linens), foundation (if applicable) and the bedframe. Return these items to the retailer or representative that initiated your claim.

Name:

Address:

City:

Province:

Postal Code:

Retailer:

Date of Purchase:

Daytime Telephone:

Evening Telephone:

Product Size (check one): Twin TwinXL Double DoubleXL Queen King

Please answer the following questions:

- | | | |
|--|-----|----|
| 1. Is the mattress manufactured by Serta, Beautyrest or Simmons? | Yes | No |
| 2. Has the mattress been continuously supported by a foundation? | Yes | No |
| 3. Has either the mattress or foundation ever been replaced? | Yes | No |
| 4. Is the mattress stained or soiled in any way? | Yes | No |
| 5. If your frame has slats, please indicate how many and the space between each slat (in inches). Number of slats: Number between slats: | | |

Please describe in detail the issues you are having with the product:

Additional Notes:

Required Mattress and Foundation Tags/Labels

All mattresses sold in Canada must have a legally mandated label that includes information such as content of the product. This label is often called a “Law Tag”. (See Figure A)

The most important information on the law tag is the “Law Tag Number” which identifies your specific mattress or foundation. This starts with an **M** or an **F**. The warranty code is also a key piece of information. (See Figure A)

If there is no law tag on the product, the claim process will take longer. Please provide pictures of any additional labels attached to the product to help us facilitate the claim. (See Figure A & B)

Cet article contient des MATÉRIAUX NEUFS SEULEMENT	
This article contains NEW MATERIAL ONLY	
Cette étiquette est apposée conformément à la loi de la province	
This label is affixed in compliance with Provincial Law	
Fabriqué par N° de permis 0160-229	Made by: Reg. No: 0160-229
Contenu	Content
Mousse de polyuréthane MATS/FOAM NEUFS RETRANSFORMÉS FIBRE DE POLYESTER GEL	POLYURETHANE FOAM PAD REINFORCED FIBRE CLIPPINGS POLYESTER FIBER BATTING GEL POLYURETHANE FOAM W/ GEL BEADS
Exigence fédérale/Federal Requirement CA21923	
Revêtement externe - Outer Covering	
Revêtement supérieur polyester	100% Top Cover polyester
Revêtement latéral polyester	100% Side Cover polyester
Revêtement du soufflet polyester	100% Gusset Cover polyester
Revêtement inférieur Polypropylène	100% Bottom Cover Polypropylene
FABRIQUÉ AU CANADA/MADE IN CANADA	
418M - C6 - 328	
Fabriqué/Manufactured 07318 M 190906528	07/07/2021 Code de Garantie: A 00015334 - 1030
BR STUDIO SEQUOIA L 17	
418M - C6 - 328	
FULL MATT * IS 00015334 190906528 GROUPE BMT C	
	
RETIRER L'ÉTIQUETTE ANNULE LA GARANTIE REMOVAL OF THIS TAG VOIDS WARRANTY	

Figure A



Figure B



Figure C

Required Product Photographs

Refer to the instructions on **Page 1** for a complete list of the required photos. Carefully review the check list of requirements before submitting your claim.

The following are examples of general photographs required for us to process your claim.



Front view



Top view

Please indicate on the form any stains and their placement on the mattress or foundation. Also indicate where body impressions or other defects are located



Clear picture of the bedframe



Clear picture of the foundation on the bed frame if possible

How to Measure Body Impressions or Sagging

1. Place a straight edge (yard stick or broom handle will work well) across the affected area. **(See Figure A)**
2. Using a ruler, measure the depth of the depressed area at the deepest point of the mattress surface. **(See Figure B)**
3. Take a close-up picture showing the measurement and another picture from a distance and make note of this information in the “**Additional Notes**” section on **Page 2**.
4. Measure from the center of the padded area of the quilting, not in the seam or stitched area to ensure the measurements will be accurate. **Figure C** is an example of an improper measurement.
5. If you have room, it is best to measure again with the mattress on the floor. This will assist us in determining if the issue is the mattress, foundation or frame.
6. Repeat the process for your foundation.
7. Document all these measurements in the “**Additional Notes**” section on **Page 2**.

Figure. (A)

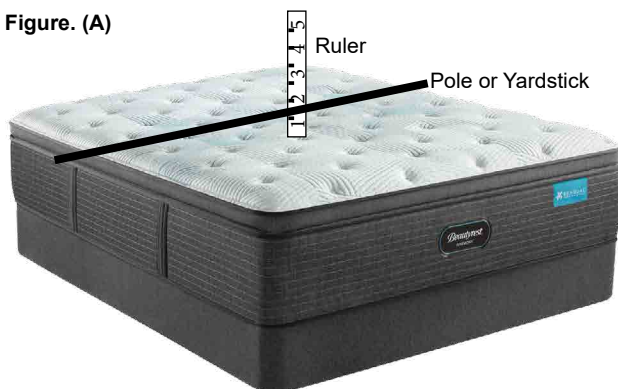


Figure. (B)

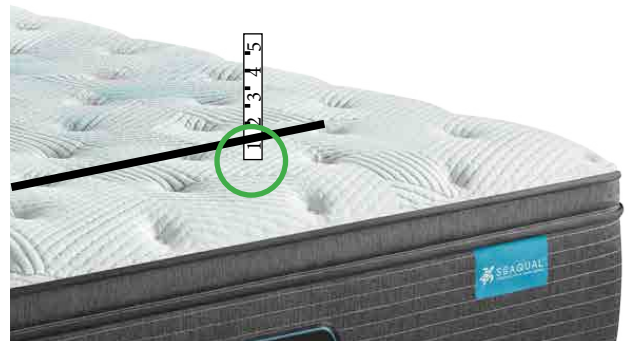
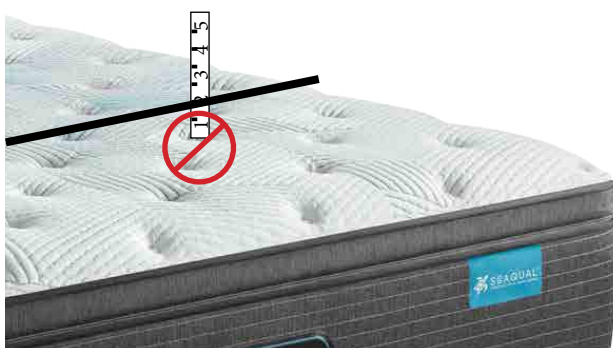


Figure. (C)



REMEMBER: Measure from the center of the padded area of the quilting, not in the seam or stitched area to ensure the measurements will be accurate.