



Dear Valued Customer,

Thank you for contacting the SLEEPM GLOBAL Warranty Department. We take great pride in the quality of the products we sell and appreciate hearing from you. In response to your request, enclosed you will find the Warranty Claim Form and SLEEPM GLOBAL Warranty Brochure.

In order to ensure that you are properly assisted please:

1. Familiarize yourself with the SLEEPM GLOBAL Warranty Brochure to confirm that your product is still covered under its warranty.
2. Take three pictures of your mattress without bedsheets or bed protectors, exposing the mattress in its entirety.
3. Take a fourth picture of the tag (law tag) that's attached to the mattress.
4. Picture of the mattress protector where it failed, and picture of the tag on the mattress protector (if applicable).
5. Complete the Warranty Claim Form and submit, **along with pictures**, to **support@sleepmglobal.com** or mail to 365 Cloverleaf Drive, Suite A. Baldwin Park, CA 91706. You may also reach us at 626-333-4212. Please allow 24 hours after receipt to respond.

Please keep in mind the section of the SLEEPM GLOBAL Warranty that explains what is not covered. These items include:

1. Transportation (delivery or replacement)
2. Sleep sets that are in unsanitary condition
3. Normal body impressions (1.5" or under)

We appreciate your time and patience during the claim process. Our goal is to make this as easy as possible for you, and to ensure that you are assisted in a timely manner.

Sincerely,

SLEEPM GLOBAL INC.  
Warranty Department

***Mission Statement:***

*To enhance the lives of our customers, employees & communities by delivering world-class sleep products.*