

# WARRANTY CLAIM FORM

Return to:  
SLEEPM GLOBAL INC.  
11837 Goldring Rd  
Arcadia, CA 91006

Phone: 1-626-678-5919  
Fax: 1-626-226-2336  
Email: support@sleepm.com

## CUSTOMER INFORMATION (All fields required)

Date: \_\_\_\_\_

Name: \_\_\_\_\_ Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Primary Tel: \_\_\_\_\_ Secondary Tel: \_\_\_\_\_ e-mail \_\_\_\_\_

Date of purchase: \_\_\_\_\_ Dealer Name: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

## MATTRESS INFORMATION

Model Purchased: \_\_\_\_\_ Size: \_\_\_\_\_ Law Tag Number: \_\_\_\_\_ Manufacture Date: \_\_\_\_\_

## FOUNDATION INFORMATION

(Please refer to law tag example below to find Law Tag number and Manufacture Date, which is located on your mattress)

Model Purchased: \_\_\_\_\_ Law Tag Number: \_\_\_\_\_ Manufacture Date: \_\_\_\_\_

## BED FRAME INFORMATION

Type: ☐ Metal Bed Frame ☐ Wood Side Rails ☐ Platform Solid Surface ☐ Adjustable Base

☐ Other, please describe: \_\_\_\_\_

Does your frame have center support? ☐ Yes ☐ No

Do you use bords or other flat objects in between your mattress and foundation to increase the mattress firmness? ☐ Yes ☐ No

If yes, please describe: \_\_\_\_\_

## CLAIM INFORMATION

Please describe the nature of the product failure: \_\_\_\_\_

\_\_\_\_\_

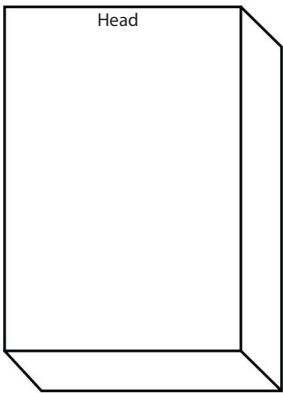
(Please continue on backside if needed)

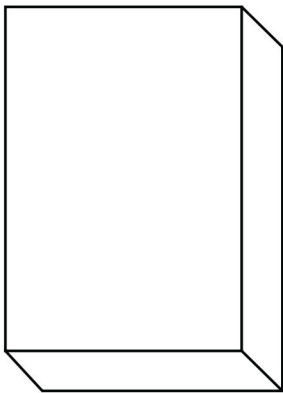
Has Sleepm Global replaced an item before under this warranty claim? Mattress: ☐ Yes ☐ No. Foundation: ☐ Yes ☐ No

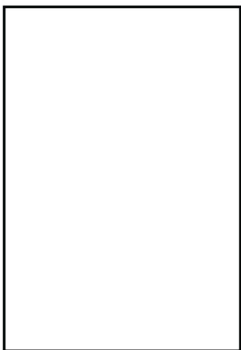
If yes, please indicate the date and for what reason: \_\_\_\_\_

If yes, please indicate the model name and date of purchase of original bed: \_\_\_\_\_

Please use these diagrams to indicate where you are having an issue with your bedding:

Mattress: 

Foundation: 

Bed Frame: 

Please also indicate locations of frame supports and legs. (Queen and King sets must have center support legs.)

**LAW TAG:** Below is an example of a SLEEPM Mattress Law Tag. This tag is placed on every mattress and foundation manufactured. This information is vital to properly identify your purchase.

UNDER PENALTY OF LAW THIS TAG NOT TO BE REMOVED EXCEPT BY THE CONSUMER	Manufactured by: Diamond Mattress Co. 3112 East Las Hermanas Rancho Dominguez, CA 90221
ALL NEW MATERIAL consisting of PY 7% UF 93%	Date of Manufacture: 11/09/2010
CA-765	Model: SCBEL-1050
Certification is made by the manufacturer that the materials in the article are described in accordance with the law.	Prototype ID: 1131-10-201
Made by Sleepm Global Inc. 365 Cloverleaf Drive, Suite A Baldwin Park, CA 91706	This mattress meets the requirements of 16 CFR Part 1633 (federal flammability (open flame) standard for mattress sets) when used without a foundation or with a foundation.
Date of Delivery: _____ Finished Size: 60 X 80	THIS MATTRESS IS INTENDED TO BE USED WITHOUT A FOUNDATION OR WITH A FOUNDATION BB BSC HBC SFC HBT SFT LPS-1
SC BELMONT TT SCBEL-1050 / 1132824 11/09/2010 WY-A	

Warranty Code

Law Tag Number number

Manufacture Date



## WARRANTY CLAIM FORM

Phone: 1-626-333-4212

Fax: 1-626-226-2336

Email:

support@sleepm.com

Return to:

SLEEPm GLOBAL INC.

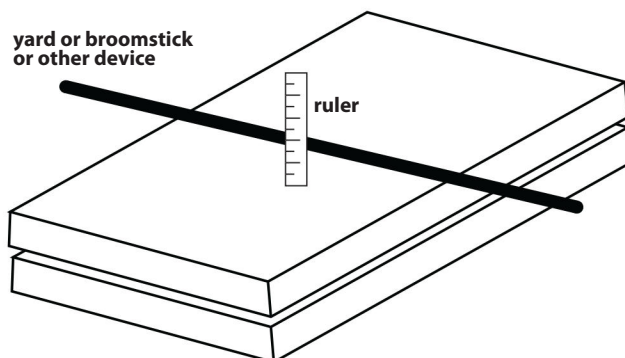
365 Cloverleaf Drive, Suite A

Baldwin Park CA 91706

### HOW TO MEASURE BODY IMPRESSIONS:

1. Remove blankets, sheets and mattress pad before measuring.
2. Place yardstick or broomstick across the location of body impression(s), (the hip area is usually deepest)
3. Using a ruler, measure the depth of impression from deepest point of mattress surface to the edge of the yardstick.
4. Measure from the center of padded area of quilting, not the seams of the quilting threads, so that measurement will be accurate.
5. It is best if you place a piece of paper, or something solid, on the bed to measure to.

Please take measurements from top surface of mattress, then flip mattress (if you have a two-sided bed) and measure again. Please note these measurements in the diagrams above. These accurate measurements will enable us to process your claim efficiently.



**Do NOT measure inside the sewing**

### STANDARD VS DIRECT CONTACT WARRANTY:

The standard 10 year Limited Warranty covers body impressions greater than 1 1/2" and is denoted by an "A" on the product's law tag. An industry leading 20 Year Limited Warranty is offered on all CoolTouch™ and Ethos™ models, which covers impressions greater than 3/4" and is denoted by the code "DC" on the product's law tag. To find the warranty code and additional product information see the product's law tag, which is attached to all mattresses and foundations and is illustrated on page 1.

### ADDITIONAL REQUIRED DOCUMENTATION:

Since an in-home inspection cannot be made, *five photos are required*: 1. the frame the bed sits on; 2. box spring; 3. top mattress; 4. two photos of the defect. If the defect is a body impression, you **MUST** show the actual depth of the impression in your photo. No decision can be made without the required photos.

The SLEEPm Mattress warranty does NOT cover items such as, but not limited to:

- bedding sold "as-is"
- bedding height
- bent perimeter border rods due to moving or bending the sleep set
- fabric stains, soiling, tears, burns, or fluid penetration
- replacement of another piece of sleep set, unless also defective
- transportation costs
- body impressions less than 1 1/2"
- sagging less than 1 1/2"
- mattress damage due to abuse or inappropriate foundation
- sheet fit
- comfort preference corner guards
- cover

### PLEASE NOTE:

**The cost of transporting the bedding products is the sole responsibility of the consumer. This is stated in the warranty guide received upon purchase of your SLEEPm Mattress.**

### IMPORTANT:

**If bedding is soiled or stained in any manner, it is considered to be in an unsanitary condition. The warranty is therefore VOID and we cannot proceed with the claim.**

**Please verify by your signature that there are no stains or soiling on the bedding.**

Claimant signature: \_\_\_\_\_

**A COPY OF THE PROOF OF PURCHASE IS REQUIRED TO PROCESS A WARRANTY CLAIM.**

Claimant signature: \_\_\_\_\_