

# Mattress Warranty: File a Claim

Please print this packet and mail or e-mail the completed forms and requested photos to:

**Furniture & ApplianceMart**  
**Attn: Mattress Warranty Claims**  
**2917 Business Park Drive**  
**Stevens Point, WI 54482**

[beddingclaims@BostonFAM.com](mailto:beddingclaims@BostonFAM.com)

(We will submit the forms and photos to the manufacturer for review. Process can take up to 30 days.)

Required Fields are marked with an asterisk\*.

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

\*First Name: \_\_\_\_\_ \*Last Name: \_\_\_\_\_

\*Address: \_\_\_\_\_

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

**Sales Information:** (Located on your statement/sales order.)

\*Sales Order Number: \_\_\_\_\_ \*Original Purchase Date: \_\_\_\_\_

\*Name of Bed: (Usually found on label or law tag.) \_\_\_\_\_

\*Model Number: (Usually found on label or law tag.) \_\_\_\_\_

\*Manufactured Date: (Usually found on bottom of law tag. (Ex: W8)) \_\_\_\_\_

**Mattress Information**

**Please select one of the following sizes:**

- Twin
- Twin (extra long)
- Full
- Queen (one foundation)
- Queen (split box)
- King (76 X 80: Split box)
- California King (72 X 84: Split box)

**Please Select one of the following styles:**

- Firm (FM)
- Euro Top (ET)
- Super Pillow Top-Soft (SPT-S)
- Plush (PS)
- Pillow Top (PT)
- Plush-Super Pillow Top (PS-SPT)
- Cushion Firm (CF)
- Super Pillow Top-Firm (SPT-F)
- Ultra Cushion Top (UCT)
- Plush-Euro Top (PS-ET)

### Mattress Frame Information

\*What type of frame is supports your mattress and/or box spring? \_\_\_\_\_

\_\_\_\_\_

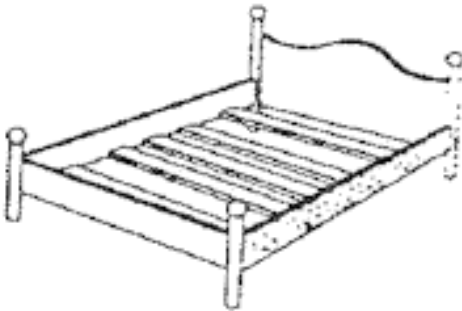
\_\_\_\_\_



\*Does your frame have a center support? Yes \_\_\_\_ No \_\_\_\_

\* Does your center support have a leg? Yes \_\_\_\_ No \_\_\_\_

\*How many legs does your frame have? \_\_\_\_\_



\* Does your frame have slats? Yes \_\_\_\_ No \_\_\_\_

If yes, as shown to the left, how many? \_\_\_\_\_

**\*Please select condition(s) applying to your mattress, adding any additional comments if necessary.**

- Stains\*
- Torn\*
- Quilt Stitching\*
- Tape Edge Unsown\*
- Dips of Bends around Perimeter\*
- Coil/ Wire Out\*
- Impressions\*
- Other\**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\*\*All defects present on mattress(es) MUST be disclosed on warranty request; proof by photos requested as well.

\*\*\*Our manufacturer(s) have the right to DENY any warranty claim request, even after approved; if mattress condition isn't as disclosed on initial request and/or photos.

**\*Mattress Photo Information: Photos of defective mattress is *required* by the manufacturer.**

Manufacturers require that photos of defected mattress be taken and submitted with the Mattress Warranty Claim Packet. **Please take a minimum of 3 images that clearly show the “defect” you are claiming.**

**\*Image 1:** A wide shot of the top of the mattress.

**\*Image 2:** A wide shot of the mattress, showing the impressions or defected area with measurement device in place.

**\*Image 3:** A close up image, showing measurement; or size of the impression or defect.

**How to measure:**

**Material(s) Needed:**

1. String which is longer than the mattress is wide.
2. Weights to tie to each end of this string.
3. A ruler; clearly showing measurements.\*
4. 1.5 Inch piece of wood.

**For a Sagging Mattress:**

1. Place the piece of wood in the sagging area of the mattress.
2. Use a string with a weight tied to each end and drape over the defective mattress while piece of wood is in place.
3. Place your ruler or measurement device next to the block of wood and string; and take a close up photo of the measurement.

**For a Bulging Mattress:**

1. Place block of wood against the side of mattress, under the sagging area.
2. Place the ruler or measurement device against the sag or bulge on the mattress, with the block of wood underneath to measure the sag.
3. Take a close up photo of the measurement taken of the sag or bulge.



**Remember to **mail** or **e-mail** the completed warranty packet and photos to Furniture & ApplianceMart!**

(Photos below show examples of how measurements should be taken of defective mattress.)

