



Consumer Warranty Claim Form

→ Before submitting a claim, refer to your Bowles Mattress Warranty Card. ←

In order to process your claim this form must be completed by the original purchaser of the product. Then forward your claim to the retailer where you purchased the product. After receiving your claim a thorough review will be conducted by the retailer and Bowles Mattress Company. Expect to be contacted and advised of the next step toward solving your issue within 5 business days.

***Both pages of Claim Form must be completed by original purchaser before processing begins.**

Name _____ Date Form Submitted: _____
Address _____ City _____ State _____ Zip _____
Daytime Phone#: _____ Secondary Phone #: _____ E-mail _____

Check the following boxes below that apply to your issue:

- I am the original purchaser of the product and have a receipt from the store where the product was purchased.
- I have referenced the warranty card and understand what is covered in the warranty.
- My mattress is a king or queen size and I have the proper support as outlined in the warranty card.
- I purchased this mattress with a Bowles foundation.
- The product was delivered and set up by the store.
- I have slept on the mattress at least 30 days.
- The mattress is free from any stains, soiling, dirt or foreign substance.
- The mattress has not been folded, compromised or torn.
- I have rotated or turned the mattress according to the instructions on the warranty card, if applicable.
- A mattress protector was purchased at the point of sale from the retailer.

Identify the Product:

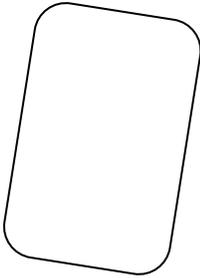
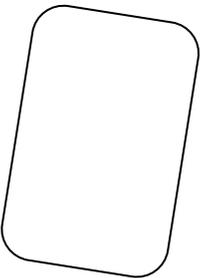
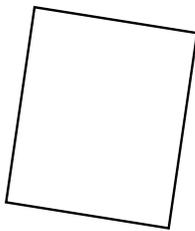
Model Name (on mattress label) _____ Date Purchased: _____
Purchased From: _____
Size _____ Law Tag ID: _____
Please describe problem if it is structural (spring protruding, missing stitch, etc.) _____

If your complaint involves an impression or other condition of the sleeping surface, check one of the following:

- There is no visual impression, but the sleeping surface has softened.
- There is an impression in the sleep surface, but the mattress is still comfortable.
- There is no visual impression, but we seem to roll together or toward the center of the mattress.
- There is a permanent visual impression in the sleep surface, and it is greater than 1 1/2".

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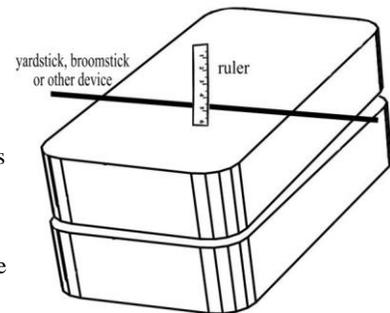
On the diagrams below, mark the defective product. If measuring the body impression, refer to directions below diagrams. After completing form, please sign before submitting to the retailer. Expect notification within 5 business days after returning Warranty Claim Form.

<p>Mattress:</p> 	<p>Foundation:</p> 	<p>Bed Frame:</p>  <p style="font-size: small; text-align: center;">Please also indicate locations of frame supports and legs. (Queen and King sets must have center support legs.)</p>
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How to measure body impressions:

(Note: Do not sit on mattress when measuring.)

1. Remove all blankets, sheets and mattress pads before measuring.
2. Place a yardstick or broomstick across the location of body impression(s), (the hip area is usually the deepest.)
3. Using a ruler, measure the depth of the impression from the deepest point of mattress surface to the bottom edge of the yardstick.
4. Measure from the center of padded area of quilting, not the seams of the quilting threads, so that your measurement will be accurate.
5. If you have a two sided mattress, please take measurements from both surfaces of the mattresses. Please note these measurements in the diagrams below. These accurate measurements will enable us to process your claim efficiently.



The Bowles 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 Bowles sleep set.

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. ****Any product received in an unsanitary condition will be returned to the consumer at their expense.***

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 _____

Claim received by _____ Date received _____