

Service Request

Please review the following descriptions to determine whether your service request is a **Warranty Claim** or a **Comfort Modification Request**. It is important to note that either is subject to the mattress being free of stains, soiling, or dirt.

***Include a picture of the entire mattress, as placed on bed or frame, with all bedding removed.**

Transportation costs for either a Warranty Claim OR a Comfort Modification Request will be at the expense of the purchaser.

A Warranty Claim repair will return the mattress to near its original comfort and firmness levels. Do not choose a Warranty Claim Form if you are having comfort issues with your mattress, which requires a Comfort Modification Form.

Once any mattress has been repaired or modified, the initial feel will be firmer - due to the fabric and materials being pulled taut during reconstruction. Upon the return of your mattress, you should rotate it every other week for the first two months (as shown on the warranty card) to "break it in" evenly and extend its comfort and support life.

Warranty Claim - A request to have your mattress serviced because of faulty workmanship or structural defects.

****This will not change the overall comfort or firmness of the mattress. [Click here for a Warranty Claim Form.](#)**

Items covered may include:

Mattress

- Coils or wires are loose or broken
- Coils or wires protrude or rip through the fabric
- Permanent body impressions of 1 ½" or greater
(See illustration below for measuring instructions.)

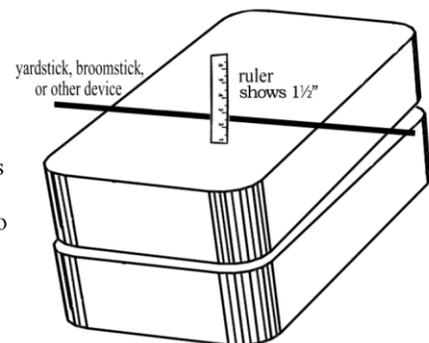
Foundation

- Splits in the wood frame
- Squeaks, rattles, or noises
- Bent, loose, or defective beams or parts

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 quilt pattern, **not in the seam near the quilting thread**, so that your measurement will be accurate.
5. If you have a two sided mattress, please take and list measurements from both sides of the mattresses.



Items not covered include:

- Comfort preference
- Bed height
- Normal wear, including softening
- Sheet fit
- Border wires bent due to moving or bending the mattress
- Replacement of "other" piece of sleep set, unless defective
- Transportation costs
- Mattress fabric (including stains, soiling or burns)
- Structural damage from improper support
- Mattress damage due to inappropriate foundation
- Damage due to abuse
- Permanent body impressions, crowning, etc. **less than 1 ½"**

Comfort Modification Request - A request to have your mattress altered due to comfort issues.

[Click here for a Comfort Modification Request Form.](#)

A waterproof mattress protector must have been purchased along with your set, to qualify for a comfort modification request. This one-time service is offered to the original purchaser only & applies to clean mattresses less than 3 years old.

- Each Bowles Mattress Series utilizes various spring systems and performance materials that have been tested to meet Federal Flammability Standards. Your modification choice must be in the same series as the original purchase to comply.
- First, you will be asked to visit the Bowles Retail Store where you made your original purchase.
- The Retail Sales Associate will show you the mattress modification options available. Please be prepared to spend an adequate amount of time testing the mattress options available, before making your choice.
- The cost of this service will be based on the time & materials required to complete the reconfiguration of your mattress.
- You will be advised of the fee prior to your mattress modification.

This offer excludes: floor models, custom sizes, discontinued models, prototypes, mattresses without 10-yr warranties, mattresses not purchased from an authorized Bowles Retail Store, or to anyone other than the original purchaser.

*** Please choose the correct form to expedite your service request & avoid unnecessary delays. If you have defects requiring a Warranty Claim, but you want a comfort modification as well, you will need to attach both completed forms, and meet all criteria.***



Warranty Claim Form

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

Name _____ Date Form Submitted _____

Address _____ City _____ State _____ Zip _____

Best phone number _____ E-mail _____

Law Tag ID _____ Purchase Date _____

Depending on mattress placement, the Law Tag ID will be on the law tag, above the barcode at the border of either the head or foot side of the bed.

Model Name (on Mattress Label) _____ Size _____ Date of purchase _____

**If you did not purchase a matching foundation for your mattress, please describe your support and/or frame (is it adjustable?)*

Please describe the issues you are having with your mattress below. Attach pictures showing details.

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 by the warranty.
- I purchased this mattress with a Bowles' foundation.
**If no foundation was purchased with mattress, describe support above.*
- A mattress protector was purchased at the point of sale from the retailer.
- The mattress is free from any stains, soiling, dirt, or foreign substance.
- The product was delivered and set up by the store.
- 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.
- My mattress is a king or queen size, and I have the proper support as outlined in the warranty card.

It is natural for a king (or even a queen) mattress to develop a "ridge" down the center of the mattress due to uneven weight distribution. As we sleep in the same area every night, the foams and padding are compressed and softened, creating a "ridge" effect in the center.

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

- 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 ½".
- Impression was measured according to Bowles' instructions (on second page.) *Please include a picture.*
- I understand if my claim is body impressions, and the impression does not meet the 1 ½" criteria, no work will be performed on my mattress, and it will be returned to the retailer as is.***

A Warranty Claim covers defects. It does not cover the normal wear of a mattress, or natural softening of the foam, which is a natural occurrence of all foams as they relax over the course of time. Attributes such as body weight, room temperature, body temperature, mattress care & maintenance (rotating), mattress protection (covering), how many hours you spend in bed (sleeping, reading, watching TV, etc.) all play a part in the firmness, longevity, and comfort of foam (and other cushioning materials, as well.)

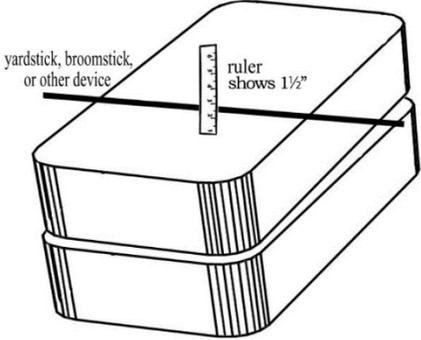
Warranty Claim Form

Body impressions are a byproduct of the extra comfort layers built into today's best mattresses. They're normal. Body impressions are often noticed in the first few weeks of a new mattress, as the padding and quilting are conforming to your body while they are breaking-in.

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 quilt pattern, **not in the seam near the quilting thread**, so that your measurement will be accurate.
5. If you have a two sided mattress, please take and list measurements from both sides of the mattresses.



The Bowles Mattress Warranty does NOT cover items such as, but not limited to:

- Comfort preference
- Transportation costs
- Bed height
- Mattress fabric (including stains, soiling or burns)
- Normal wear / Uneven wear (crowning in unused area)
- Structural damage from improper support
- Sheet fit
- Mattress damage due to inappropriate foundation
- Border wires bent due to moving or bending the mattress
- Damage due to abuse
- Replacement of "other" piece of sleep set, unless defective
- Permanent body impressions of **LESS THAN 1 1/2"**

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 stained or soiled in any manner, the warranty is **VOID**, and we cannot proceed with the claim.
**Any product received in this 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 _____

Please attach a copy of your purchase receipt, along with a picture of the entire mattress, on bed or frame, with all bedding removed. Include additional images that clearly show the specific warranty issue you are having.

Submit all information to the Bowles' Retail Store where you made your purchase. You should hear from your Bowles' Retail Sales Associate (RSA) within 5 business days.

Please alert your RSA if you need a "courtesy" mattress while repairs are being made. All courtesy mattresses must remain sealed in plastic. Criteria such as firmness, thickness, etc. are not promised or guaranteed, as this courtesy is only "as available" and "as needed".

Signature of original purchaser: _____ Date: _____

Claim Received by: _____ Date: _____



Comfort Modification Request Form

*A waterproof mattress protector must have been purchased along with your set, to qualify for a comfort modification request. This one-time service is offered to the original purchaser only & applies to clean mattresses less than 3 years old. *This offer excludes: stained, soiled, or dirty mattresses, floor models, custom sizes, discontinued models, prototypes, mattresses not covered by 10-yr warranties, mattresses not purchased from an authorized Bowles' Retail Store, or to anyone other than the original purchaser.*

Please complete this form and submit it, along with a picture showing your entire mattress as it sits on your bed or frame (with all bedding removed), to the Bowles' Retail Store where you purchased your mattress. You may need to call them for their e-mail address, fax number, or mailing address, for submissions.

Please confirm you've included:

- ✓ Copy of original Invoice and all accompanying paperwork
- ✓ Picture of entire mattress, as it sits on your bed or frame, with all bedding removed
- ✓ Contact information for the Bowles' Retail Store to reach you to arrange modification & transportation.

Name _____	Date _____		
Address _____	City _____	State _____	Zip _____
Daytime Phone# _____	E-mail _____		
Law Tag ID _____	Purchase Date _____		
<small>Depending on mattress placement, the Law Tag ID will be on the law tag, above the barcode at the border of either the head or foot side of the bed.</small>			
Model Name (on Mattress Label) _____	Size _____		
*If you did not purchase a matching foundation for your mattress, please describe your support and/or frame (is it adjustable?) _____			
Please describe the comfort issues you are having with your mattress _____ _____			

Please initial to confirm the appropriate statements:

- I am the original purchaser of the product and have a receipt from the store.
- I have slept on the mattress for at least 60 days, and I purchased it less than 3 years ago.
- The product was delivered and set up by delivery personnel from an authorized Bowles' Retail Store.
- Mattress was purchased along with matching foundation. *If not, please describe your support above.
- There is proper leg support under the foundation.
- The mattress was purchased with a mattress protector and is clean and free of stains, soiling and/or dirt.

In instances where mattresses are stained, soiled or dirty, a claim should be filed and handled as noted on manufacturer's warranty. Warranties can be found on the protectors packaging, or by clicking on your product - linked here: <https://www.bowlesmattress.com/Products/Mattress-Protectors/>

Once the Bowles' Retail Sales Associate (RSA) receives your information and confirms all criteria is met, they will contact you within 5 business days to set up an appointment. You will be asked to test applicable options and confirm your choice. After your visit, you should hear from your RSA within 5 business days with costing & information.

**Please alert your RSA if you need a "courtesy" mattress while modifications are being made. All courtesy mattresses must remain sealed in plastic and are only intended for temporary use during a modification or repair. Courtesy mattresses are medium firm. Criteria such as firmness, thickness, etc. are not promised or guaranteed, as this courtesy is only "as available" and "as needed".*