



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 _____

**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 1/2".
- 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 1/2" 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.)

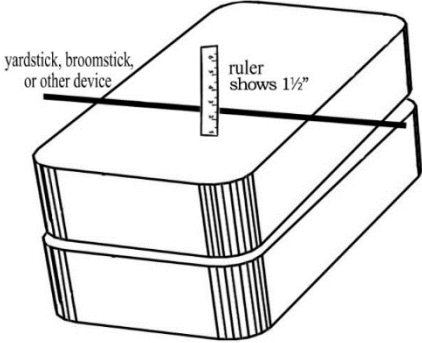
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Body impressions are a byproduct of the extra comfort layers built into today's best mattresses. They're normal. Body impressions are often noticed in the first few weeks of a new mattress, as the padding and quilting are conforming to your body while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