

MATTRESS WARRANTY / REPAIR FORM

CUSTOMER INFORMATION:

Customer Name: _____ Delivery Date: _____

Customer Address: _____

City: _____ State: _____ ZIP: _____

Home Phone: _____ Cell Phone: _____

Email Address: _____

Location of Store of Purchase: _____

Sales Order Number: _____

In order that we may process your claim request in an accurate and timely manner, please complete this form in full. We cannot process this claim without all necessary information. If this *Warranty Claim Form* is not completed in its entirety, it will be returned for further information.

*****TRANSPORTATION COSTS ARE NOT COVERED UNDER WARRANTY*****

PRODUCT INFORMATION:

To help you identify your mattress and box spring, please look at the product name affixed to the mattress panel or border. In addition, there is a "Law Tag" sewn on the mattress border and on the bottom of the box spring.

1. Model Name: Mattress _____ Size _____
Box Spring _____ Size _____

2. Firmness of Mattress: Extra Firm Plush Firm Plush Pillow Top Other

3. Date of Purchase: _____ Retail Price: \$ _____

4. Provide the following from the "Law Tag" affixed to your mattress and/or box spring:

Warranty Code: _____ Manufacture Date: _____

5. Did you purchase the mattress and box spring as a matched set? Yes No

If not, when was each purchased? Mattress: _____ Box Spring _____

6. Did you purchase a new frame at the time of purchase? Yes No

7. Has your product ever been replaced or repaired? Yes No

If yes, when? _____ Why? _____

8. How often do you rotate your mattress? _____

9. Have you moved since you purchase your mattress/box spring? Yes No

If yes, when? _____

DESCRIPTION OF COMPLAINT:

1. **Mattress:** Check any boxes that may apply to your mattress and please explain. If body impression is checked, please refer to the section on "How to Measure Body Impressions" on page 5. Please provide exact measurements.

Quilt Stitching _____

Soiled/Stained _____

Bent Border Wire _____

Coil Cut _____

Noise _____

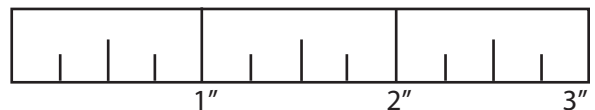
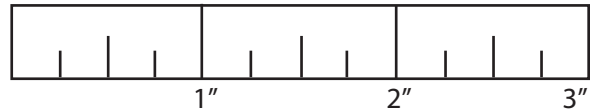
Odor _____

Body Impression _____

Please indicate measurements: (See Page 5)

Right side

Left side

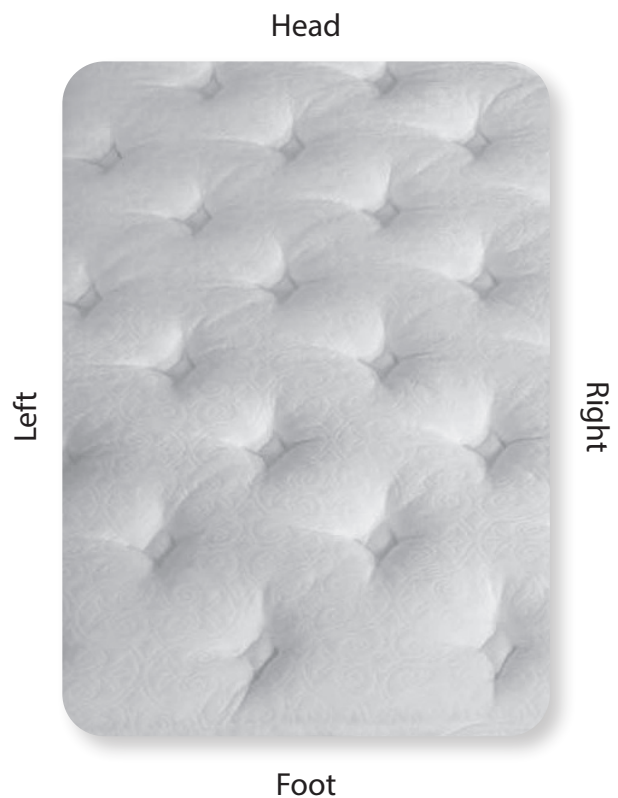


Other _____

Please use diagram below to identify location where you have a problem:

YOUR RESPONSE MUST INCLUDE:

If your complaint is about sagging, body impressions or any covered broken part, please include 2 to 3 pictures of the mattress—no sheets or mattress pads—one from the side, one from the foot and one across the bed at an angle starting from the corner. Additionally, place a long flat object across the mattress, such as a broom or mop handle, to show the amount of impression present.



2. **Box Spring:** Check any boxes that may apply to your box spring and please explain.

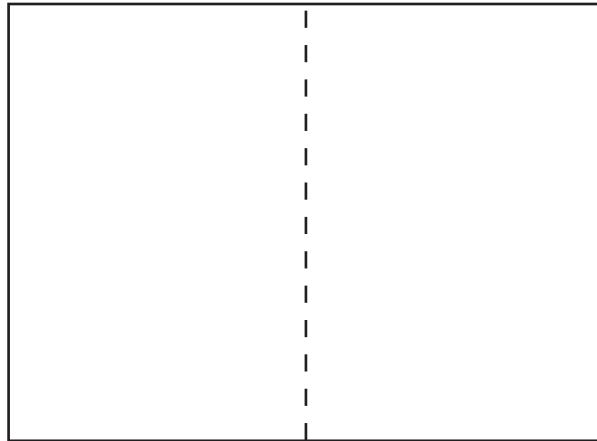
Noise _____

Loose Coils _____

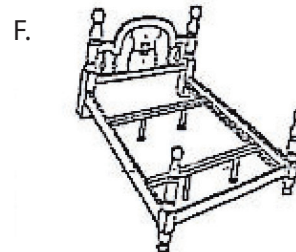
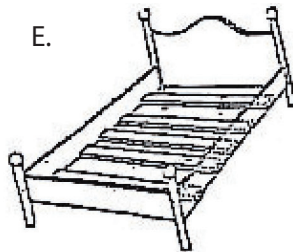
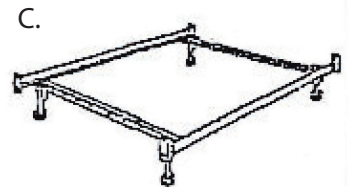
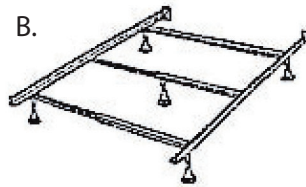
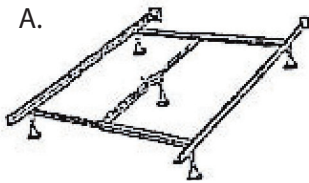
Soiled/Stained _____

Other _____

Please use diagram below to identify location where you have a problem:



3. **Bed Frames:** Circle which diagram best describes your frame:



If your bed is supported by slats, please indicate:

Number of slats: _____

Width of slats (inches): _____

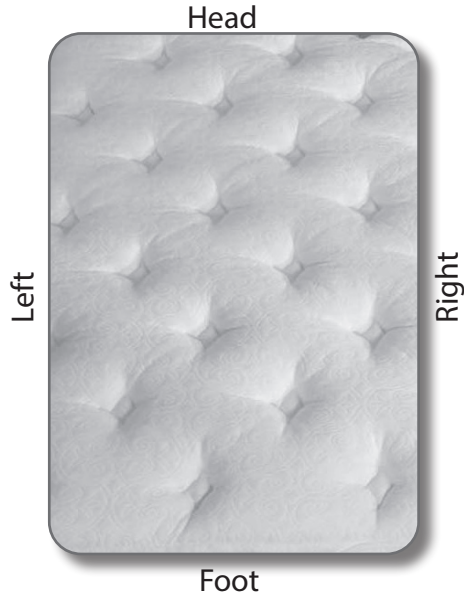
Total number of legs on frame: _____

4. **Mattress Fabric Cover:**

Is your mattress or box spring cover soiled, stained, burned or torn? Yes No

If yes, describe: _____

Please use diagram to identify location:



Additional comments related to this product:

IMPORTANT: You must have an intact "Law Tag" on your mattress. Attach a copy of your **PROOF OF PURCHASE**. We cannot process your claim without proof of purchase. Manufacturer has sole discretion to repair or replace defective product.

Customer's Signature

Date

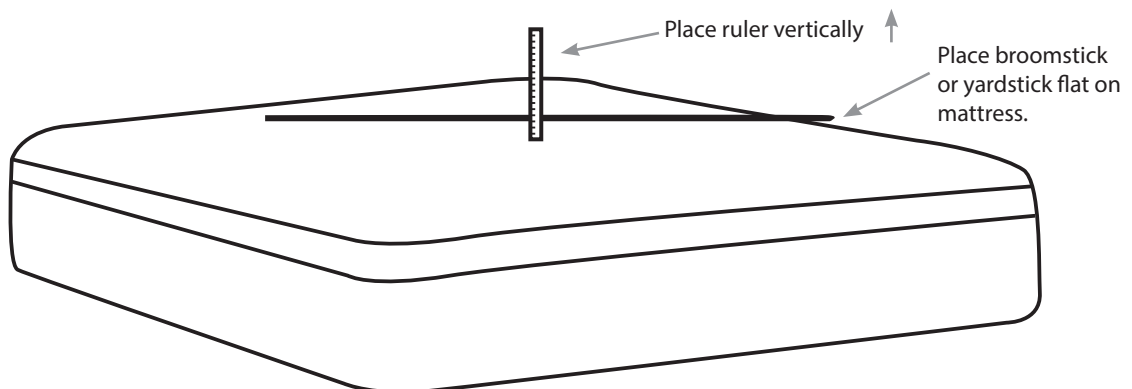
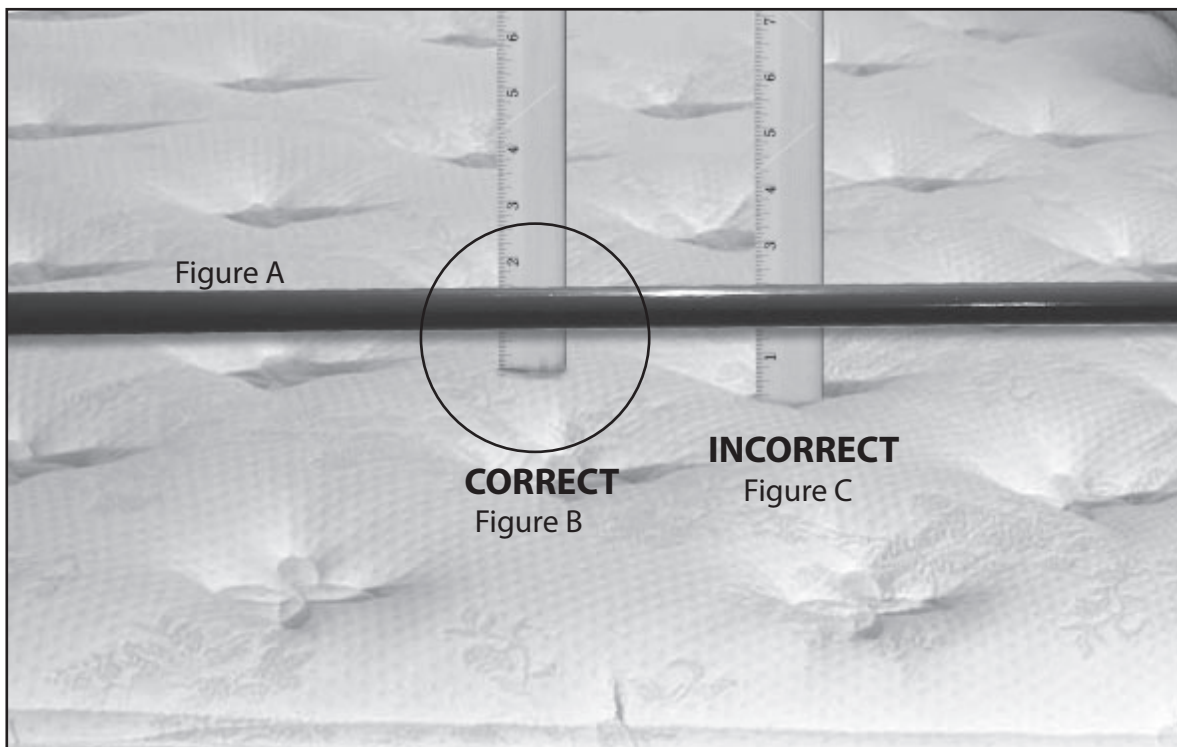
PLEASE RETURN ALL FORMS TO THE STORE OF PURCHASE

- See locations on Page 6 -
www.hanksfurniture.com

HOW TO MEASURE BODY IMPRESSIONS:

Note: If slight body impression appear on your mattress, don't worry, this is normal. The body conforming coils and comfort cushioning materials are beginning to work with you. The impressions are caused by the settling of these materials as they contour to your body to provide support where you need it the most. These impressions are not indicative of structural failure.

1. Place a yard stick or broomstick across the location of the body impression (Figure A).
2. Using a ruler, measure the depth of the impression from the deepest point of the mattress surface to the edge of the yardstick (Figure B). Place ruler vertically (standing up).
3. Measure from the center padded area of the quilting, NOT the seams of the quilting seams (Figure C), so the measurements will be accurate.
4. Please take measurements from top surface of mattress. Notice that measurements are not taken in the quilting.



HANK'S

Fine Furniture and Mattresses

MATTRESS WARRANTY / REPAIR FORM

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ALABAMA

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Destin, FL 32541
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PANAMA CITY

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850-522-9189
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PENSACOLA

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