

## Warranty Procedures

Factory Mattress has been committed to customer satisfaction for over **30 years** and while mattress warranties are rare, we want to help you resolve your warranty issue should one arise. Mattress warranties, like most warranties, are covered by the manufacturer and **not** the retailer; however we will be happy to assist you with your warranty claim. The manufacturer will replace the defective **mattress or box spring** or **both** pieces, only if **both** are deemed defective. Please be aware that the cover of the new replacement piece may not match. Also, the manufacturer has the right to **repair or replace** the defective piece at their discretion. Below are some common issues concerning possible warranty problems.

### Comfort

Comfort of a mattress set is in most cases not warranted by manufacturers. The comfort of a mattress is based on the quality of comfort materials in the mattress set. The type and quantity of comfort materials in a \$299 queen set will be much different than in a \$1500 queen set. The level of comfort we need can also change as our bodies change and should any physical ailments arise that were not evident previously. What we found comfortable 5 years ago may not be what is comfortable to us now for a variety of reasons. The level and type of support we require for a good nights sleep will vary as we grow older. This is why manufactures recommend changing mattresses every 7-10 years regardless of the length of warranties.

### Body Impressions

Many times consumers confuse normal conformation of the comfort materials (**body impressions**) as being a warranty issue when in fact they are a normal part of the **breaking in** process of the mattress set. Body impressions occur mostly on pillow tops and plush models and are most evident on king and queen sizes. Body impressions will appear on almost every new mattress manufactured in the last 15-20 years because of the

newer comfort materials used in the manufacturing of mattresses today. Customers should be more aware of a mattress set **without** body impressions as that is an indication that the comfort materials are not conforming to the individual as they are designed to. Body impressions are only considered a warranty problem if they exceed 1 ½ inches at their deepest point. To determine if your mattress's body impressions might be a warranty issue, follow these simple steps:

- 1) Take off all linens and pads
- 2) Stretch a string across the mattress where it is tight, (safety pins work well for this)
- 3) In the center of the impression, measure the depth of the impression from the string to the mattress while not pressing down, in other words the natural depth of the impression.
- 4) If the impression is more than 1 ½ inches this may be a warranty issue.

### **Squeaks**

Squeaks are annoying and can certainly disturb ones sleeping. Squeaks can come from many sources in a mattress set such as a box spring, frame, wheels and even the floor the bed is sitting on. To determine the source of a squeak follow these tips:

- 1) Take off all linens and pads.
- 2) Take the mattress and box spring off the frame
- 3) If you have a metal or wooden head board and foot board make sure the frame is squared and not crooked. This sometimes happens if the bed is moved during cleaning causing a binding of the box spring.
- 4) If you have a metal frame make sure the corners are tight and the wheels or glides are not broken or bent where this can make the bed uneven or unlevelled.
- 5) Press down on each corner and on the side rails to see if you can duplicate the squeak. If you hear the squeak it is not caused by the mattress set. The frame will need to be replaced or adjusted. Sometimes floors (especially upstairs bedrooms) will squeak under the weight of the mattress set and the individuals

sleeping in the bed. Make sure your floor is solid and is not the source of the squeaks.

- 6) Next, put the box spring or foundation on the frame where it is level and not binding on the sides or corners and try pressing on the corners and side rails. If you hear a squeak now, it may be the box spring or foundation.
- 7) Next put the mattress on the box spring or foundation. Lie down on the mattress and roll around like you would if you were sleeping on it. Don't jump up and down as this is not normal sleeping positions. If you hear a squeak now it could be a warranty issue.

### **Covers and Upholstery**

The cover of your mattress set is designed to add to the luxuriousness and comfort of your mattress. While the cover is not covered in most manufacturer warranties against tears, splits, burns and holes in some cases the warranty will cover certain problems such as the tape edge coming undone or the quilting pattern coming unstitched.

### **Handles**

Cloth handles that are stitched to the mattress **will usually** be covered under a warranty provided abuse is not evident. Corded handles that have pulled out, in most cases **will not** be covered under a warranty. A warranty inspection is needed to determine if abuse is evident.

### **Coils coming through a mattress**

Most manufacturers will warranty coils/wires coming through a mattress provided abuse is not evident. A warranty inspection is needed to determine if abuse is evident.

### **Sagging mattress**

A sagging mattress is usually indicative of insufficient support from either the frame or the box spring. If you have a sagging mattress in order to determine if there is a warranty issue, follow these steps:

1) Make sure the frame is correct for the size of your bed. All manufacturers require a **center support or at least 5 slats** for a queen mattress set. A frame without a center support or slats will not adequately support your mattress set and will void the warranty. King size frames should have the center rail running head to toe to support the two halves of box springs.

2) Make sure the box spring or foundation is not broken. Most manufacturers will not warranty a mattress on another manufacturer's box spring. If your mattress and box spring are not by the same manufacturer in most cases the warranty will be void. Box springs older than their warranty period will also not be considered as sufficient support for the mattress and the warranty will be void. Platform beds and adjustable bases are the exception to this.

### **Box Springs/ Foundations**

The most common warranty issues on box springs or foundations is squeaking and broken slats. In most cases the warranty will cover the box spring provided abuse of the box spring or foundation is not evident. A warranty inspection is needed to determine if abuse is evident.

**If you feel you have a warranty issue and want to proceed further please follow these steps:**

- 1) You **must have the original receipt from the time of purchase.**
- 2) The **law tag must be on the bed or attached to the receipt.** If the law tag has been removed the warranty is voided.
- 3) The **mattress set must be free of stains and tears. Stains and tears will void the mattress warranty.** Manufacturers will not inspect a soiled mattress according to health laws of the state.
- 4) Please fill out the **Warranty Claim Form** in its entirety. Fax the completed warranty claim form to (512) 834-8952. Once received, the customer will be called to confirm the need for a warranty claim and an inspection may be scheduled at that time. If the warranty issue is within **1** year from the date of

purchase, Factory Mattress will pay the \$45.00 cost of the inspection. If the warranty issue is after one year, the customer will be responsible for paying the \$45.00 inspection fee. The manufacturers have agreed to abide by the decision of the inspector to whether there is a legitimate warranty issue or not. Inspections usually will be scheduled within 2-3 weeks of the time of the warranty claim form submission.

- 5) Should there be a legitimate warranty issue, the customer will be notified and arrangements will be made for you to re-select another mattress or box spring, if the original product is no longer available. The customer will be responsible for the delivery charge to pick up their warranty mattress and redeliver the new piece as stated in the manufacturers warranty card. This usually runs \$50.00. (Out of town deliveries may cost more).
- 6) Care should be taken by the customer to ensure the mattress **does not get stained** during the time of the inspection and the delivery as this **will void** the warranty and the product **will not** be picked up or exchanged. Again, the manufacturer will want to inspect the mattress and if it is soiled or stained they will **not issue credit**.
- 7) Once the new replacement product has been delivered and the defective product picked up, Factory Mattress will have it returned to the manufacturer. **Please be aware that the replacement of the defective product does not start a new warranty period but is a continuation of the original warranty period.** The warranty of your new mattress, if any, will resume from the **date of your original purchase, not the date of delivery on your new mattress.**

We hope this will information will assist you in determining the nature of your warranty questions. Should you have any further questions please call your nearest Factory Mattress retail location.