

5. Did you purchase the mattress and boxspring as a matched set? Yes____ No____
If not when purchased?_____

6. Did you purchase a frame at 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 purchased your mattress/box spring? Yes No If yes, when?

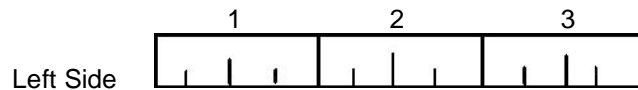
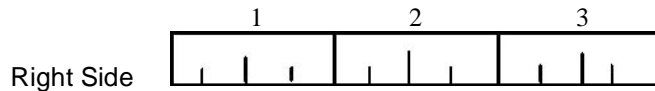
DESCRIPTION OF COMPLAINT

Mattress: Check any boxes that may apply to your mattress and please explain. If body impression is checked, please refer to the attached section on "How to Measure Body Impressions."

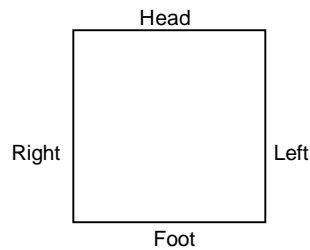
Please provide exact measurements.

- Quilt Stitching_____
- Soiled/Stained_____
- Coil Out_____
- Noise_____
- Odor_____
- Body Impressions_____

Please indicate measurements:



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



2. BOX SPRING: Check any boxes that may apply to your Box Spring and please explain.

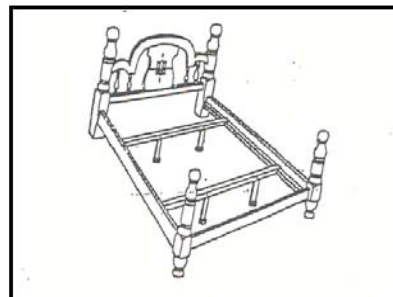
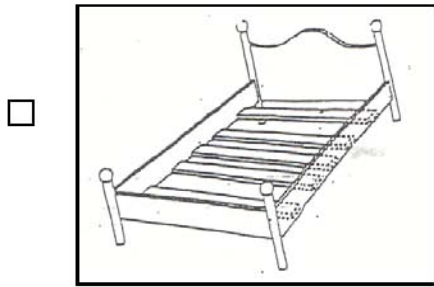
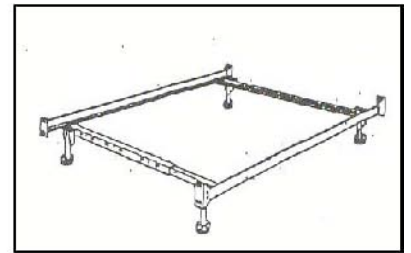
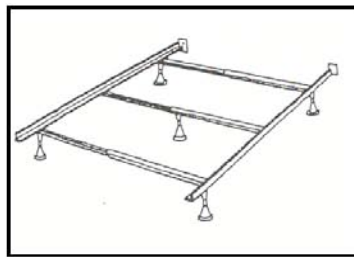
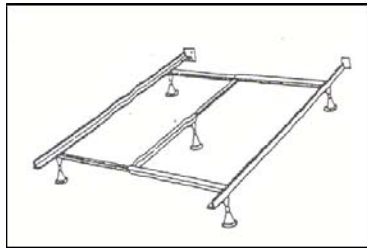
Noise _____

Loose Coils _____

Soiled/Stained _____

Oder _____

3. BED FRAME: Check which diagram best describes your frame.



If your bed is supported by slats, please indicate:

Number of Slats _____

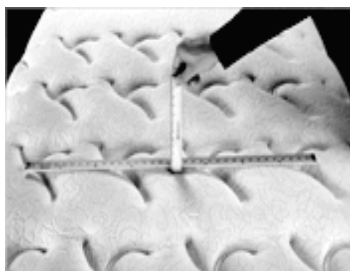
Width of Slats (inches) _____

Total Number of Legs on Frame _____

How to measure body impressions:

If slight body impressions 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)
3. Measure from the center padded area of the quilting, not the seams of the quilting threads so that measurements will be accurate. (Figure C)
4. Please take measurements from top surface of mattress Notice that Measurements are Not taken in the Quilting.



* IF YOUR COMPLAINT IS ABOUT SAGGING, BODY IMPRESSIONS, OR ANY COVERED BROKEN PART: PLEASE INCLUDE 2 - 3 PICTURES OF THE MATTRESS - NO SHEETS OR MATTRESS PADS, ONE FROM THE SIDE, ONE FROM THE FOOT OF THE BED, AND ONE ACROSS THE BED AT AN ANGLE FROM 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.

ADDITIONAL COMMENTS RELATED TO THIS PRODUCT.

CUSTOMER SIGNATURE _____ DATE _____