



## **Thank you for contacting us with your concerns regarding your mattress!**

**Vermont Bedrooms shares your concerns. In order to best serve and guide you through this process, Vermont Bedrooms has developed this guide that will allow you to determine if your mattress has developed a warrantable defect, and what information you will need to gather and submit, required by the manufacturer for action to be taken on their part.**

### **How does the warranty process work?**

- You must 1<sup>st</sup> determine if you have a defect.
- You must determine if you have an issue that might void your warranty.
- You must gather and provide Vermont Bedrooms with the information necessary to submit a warranty claim
- Vermont Bedrooms submits this information to the manufacturer of your mattress.
- The Manufacturer then makes a determination:
  - They may accept your claim as submitted
  - They may require additional information, such as a physical inspection by one of their representatives or a phone conversation with you.
  - They may deny the claim.
- If your claim is accepted, the manufacturer will provide you with a replacement from the current year's line equivalent to your original mattress
- If your claim is denied, you can either accept or appeal it.

## What constitutes a manufacturer's defect?

Defects in mattresses are considered rare; occurring in less than 1/2 of one percent of all mattresses manufactured industry-wide. That said, it does occur. If you feel that you have a warrantable defect, the manufacturer needs and requires you to gather certain information to proceed in determining the status of your mattress.

**Don't immediately assume it is the mattress.** Many times, it is not the mattress, but some other component of the bed that will cause a problem. It is also important to understand that a mattress will only be as flat and firm as the surface that is supporting it. In many cases, it isn't the mattress, but what is supporting the mattress. For example, a frame that lacks a center support will make a mattress sag. A center support that is too tall will make a mattress bulge. A boxspring or platform bed with 1 or more broken slats will make a mattress sag. Don't assume your issue is the mattress without checking the ENTIRE sleeping system.

Each manufacturer's guidelines for warrantable defects vary from model to model, but in general, examples of warrantable defects include:

- Depressions of 3 inches or more across the surface of the mattress.
- Broken border rods.
- A "racking" of the coil unit, which causes the mattress to appear out of square.
- Any part of the coil or border rod protruding through the cover.

**It is VERY important to understand that comfort is NOT a manufacturer's defect! NO manufacturer warrants your comfort, they only warrant structural defects. If you are experiencing discomfort, you have to show it is because of a physical manufacturing defect.**

## What can void my warranty?

These are the most common situations that void the warranty of all manufacturers:

- Due to health and disease issues, any stains, regardless of size, origin or location will void every manufacturer's warranty! It is imperative that your mattress, regardless of its condition, be clean and stain-free.
- Discarding the Law Tag (the "DO NOT REMOVE" tag) located at the head of the bed. This tag has essential information, such as date of manufacture and model number. Without this, manufacturers will any disallow warranty claims.
- Any damage due to misuse, abuse or unintended use of the mattress.
- Lack of proper support from an insufficient bed frame. ALL king and queen mattress sets require a center support leg for proper support. There is NO mattress made that doesn't require this. There is NO mattress made that won't fail if not properly supported. If you don't have a center support and are experiencing sagging, our experience is that adding a center support will resolve the sagging issue 99% of the time!
- Mismatching a new mattress with an old box spring.

## **I feel my mattress has a warrantable defect. What do I need to do?**

If you haven't done so already, the 1<sup>st</sup> step is to locate your receipt. Every manufacturer requires your receipt accompany a warranty claim.

At the same time, the warranty card that came with your mattress needs to be located. This has essential information with regards to the length and term of the warranty specific to your model. It will also explain the manufacturer's responsibilities, your responsibilities, the warrantable guidelines, and any situations that would void your warranty.

The simplest, quickest and most efficient way to determine if your mattress has a warrantable defect is to simply provide a snapshot that shows the defect. Make sure that the mattress is stripped of all linen, and that all pictures are clear and understandable with points of reference. For example, if the mattress has a depression of more than 3", stretch a string from side to side across the mattress, and then take a picture showing a ruler that is standing straight up in the deepest part of the impression, but NOT in a seam or tuft, against the string to show the exact measurement of the depression.

You might find that multiple pictures from different angles might provide a clearer and more concise case. We definitely recommend this "more is better" approach to providing us with information to submit on your behalf. Please use the Warranty Submission Checklist Provided with this guide to assist you in the gathering and submission of your warranty claim.

**All information can then be delivered in person, mailed or e-mailed to:**

**[service@vermontbedrooms.com](mailto:service@vermontbedrooms.com)**

## **I feel my mattress has a warrantable defect, but I don't feel comfortable gathering the information necessary to submit a warranty claim myself.**

### **Can Vermont Bedrooms perform this for me?**

If you feel that you can't gather the information necessary to submit your claim yourself, Vermont Bedrooms can have a trained professional come to your house to help you. We can make the measurements and take the pictures required. We can even make the copies of your documentation for you and return the originals. The fees for these services are broken down into 2 categories:

-Travel time to and from your house at a rate of \$25.00/ hour, with a minimum of 1 hour.

-A service fee of \$25.00, which covers the cost of labor, photography, and collation.

To schedule an appointment, the administrative fee and the 1<sup>st</sup> hour of travel time must be paid in full. The balance, if any, of travel time fee is paid when we are at your house for your appointment.

# What happens once I submit my information to Vermont Bedrooms?

Once we receive your submission information, we will review it and submit it to the manufacturer. If we feel that your information is incomplete or needs any clarification, we will call you prior to submission. It generally takes between 2-4 weeks for most manufacturers to make their determination. As our valued customer, Vermont Bedrooms will closely monitor the progression of your claim to ensure a prompt decision by the manufacturer.

Once we have received the manufacturer's decision, we will inform you and give you your options:

-If your claim is accepted, we will go over the options and time frame specific to your bed.

-The manufacturer will send Vermont Bedrooms a replacement from the current year's line equivalent to your original mattress, and all necessary paperwork for making an exchange. **It's important to understand that the manufacturer only warrants the defective item, not the entire set, unless both pieces are determined to be defective.**

-Once Vermont Bedrooms has received this, we will contact you to arrange for an exchange. There is an exchange delivery, handling and freight charge of \$50.00, due at that time to Vermont Bedrooms, to return your mattress to the manufacturer. This fee must be paid BEFORE the exchange delivery.

-Upon arrival at your house, Vermont Bedrooms will visually inspect the mattress to confirm it's condition, then make the exchange. **Your mattress MUST continue to be free of voidable conditions, even *after* your claim has been accepted, or it CAN NOT BE EXCHANGED.**

-The term of your warranty continues from the date of your original purchase.

-If your claim is denied, you have 2 choices:

-Accept the decision. Vermont Bedrooms can assist with advice, information, recommendations, etc. necessary in either continuing the use of, repairing or resolving the issue on your own. If you choose, Vermont Bedrooms can help you explore all current choices in new mattresses.

-Appeal the decision, if you feel it is in error. This will probably require more information on your behalf. As our valued customer, Vermont Bedrooms will assist you with advice, information, recommendations, etc. necessary to attempt to appeal the manufacturer's denial.

We hope that this guide has provided you with the necessary information you need to determine your next step. If it hasn't and you have other questions, concerns or would just like some advice, please do not hesitate to contact us. We are here to help.

# Warranty Submission Checklist:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: Day \_\_\_\_\_ Evening: \_\_\_\_\_ Cell: \_\_\_\_\_

( ) Copy of original receipt-date of purchase \_\_\_\_/\_\_\_\_/\_\_\_\_ Invoice# \_\_\_\_\_

( ) Date of manufacture – located on the mattress law tag \_\_\_\_/\_\_\_\_/\_\_\_\_

( ) Copy of warranty card

( ) Readable pictures of all Manufacturer's law tags

**\*\*Pictures MUST be clear enough to be able to read all type on tags\*\***

**\*\*Pictures MUST show that tags are still be attached to mattress\*\***

( ) Picture(s) of the defect

Is the mattress stain-free? ( ) Yes ( ) No

If the bed is a king or queen, is there a center support underneath the bed?

( ) Yes ( ) No

Are the mattress and box spring a matching set? ? ( ) Yes ( ) No

Please provide a brief explanation of the defect:

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Please deliver this completed form, plus all pictures and information, in person, mailed or e-mailed to: [service@vermontbedrooms.com](mailto:service@vermontbedrooms.com)