



## WARRANTY CLAIM FORM

Phone: 1-800-456-7686, Fax: 509-244-9905, [www.nwbedding.com](http://www.nwbedding.com)

Return to: 6102 S Hayford Rd. Spokane, WA 99224

**CUSTOMER INFORMATION** (All fields required)

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

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Primary Tel: \_\_\_\_\_ Secondary Tel: \_\_\_\_\_ e-mail: \_\_\_\_\_

Date of purchase: \_\_\_\_\_ Dealer Name: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

### Mattress Information

Model Purchased: \_\_\_\_\_ Size: \_\_\_\_\_ Law Tag Number \_\_\_\_\_ Manufacture Date: \_\_\_\_\_

### Foundation Information:

Model Purchased: \_\_\_\_\_ Size: \_\_\_\_\_ Law Tag Number: \_\_\_\_\_ Manufacture Date: \_\_\_\_\_

### Bed Frame Information

Type: ☐ Metal Bed Frame ☐ Wood Side Rails ☐ Platform Solid Surface ☐ Adjustable Base

☐ Other, please Describe: \_\_\_\_\_

Does your frame have center support? ☐ Yes ☐ No

Do you use boards or other flat objects in between your mattress and foundation to increase the mattress firmness? ☐ Yes ☐ No

If yes, please describe: \_\_\_\_\_

### Claim Information

Please describe the nature of the product failure:

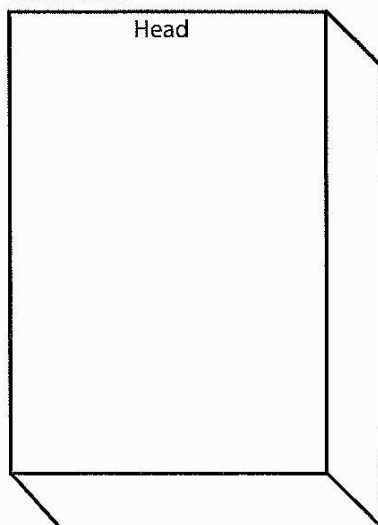
---

---

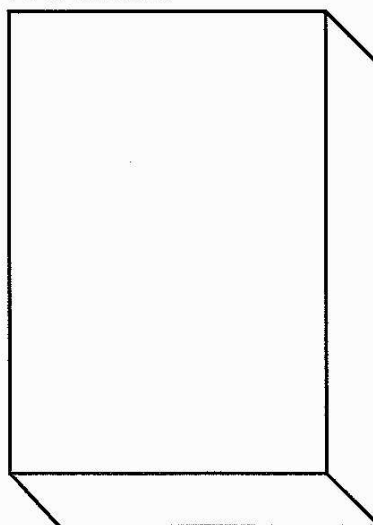
---

Please use these diagrams to indicate where you are having an issue with your bedding:

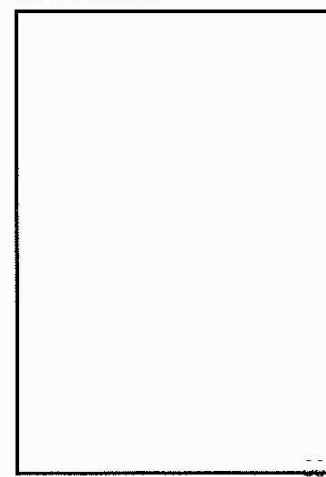
Mattress:



Foundation:



Bed Frame:



Please also indicate locations of frame supports and legs. (Queen and King sets must have center support legs.)



## WARRANTY CLAIM FORM

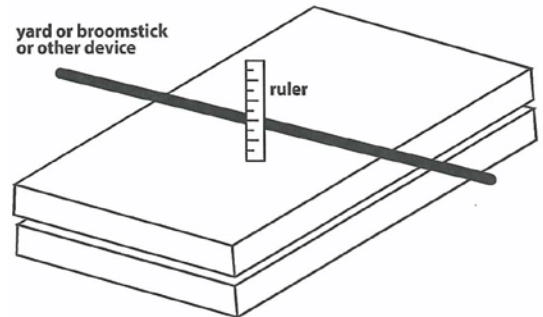
Phone: 1-800-456-7686, Fax: 509-244-9905, [www.nwbedding.com](http://www.nwbedding.com)

Return to: 6102 S Hayford Rd. Spokane, WA 99224

**CUSTOMER INFORMATION** (All fields require

### HOW TO MEASURE BODY IMPRESSIONS:

1. Remove blankets, sheets and mattress pad before measuring
2. Place 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 impression from deepest point of mattress surface to the edge of the yardstick.
4. Measure from the center of padded area of quilting, not the seams of the quilting threads, so that the measurement will be accurate.
5. It is best if you place a piece of paper, or something solid, on the bed to measure to. Please take measurements from top surface of mattress, then flip mattress (if you have a two-sided bed) and measure again. Please note these measurements in the diagram above. These accurate measurements will enable us to process your claim efficiently.



### ADDITIONAL REQUIRED DOCUMENTATION:

Since an in-home inspection cannot be made, *five photos are required*: 1.the frame the bed sits on; 2.box spring; 3.top mattress; 4.Two photos of the defect. If the defect is a body impression, you **MUST** show the actual depth of the impression in your photo. No decision can be made without the required photos.

The Northwest Bedding mattress warranty does NOT cover items such as, but not limited to:

- Bedding sold "as-is"
- Bedding height
- Bent perimeter border rods due to moving or bending the sleep set
- Fabric stains, soiling, tears, burns, or fluid penetration
- Replacement of another piece of sleep set, unless also defective
- Transportation cost
- Body impressions less than 1 ½"
- Sagging less than 1 ½"
- Mattress damage due to abuse or inappropriate foundation
- Sheet fit
- Comfort preference corner guards
- Cover

### PLEASE NOTE:

**The cost of transporting the bedding products is the sole responsibility of the customer. This is stated in the warranty guide received upon purchase of your Northwest Bedding sleep set.**

### IMPORTANT:

If bedding is soiled or stained in any matter, it is considered to be in an unsanitary condition. The warranty is therefore VOID and we cannot proceed with the claim.

Please verify by your signature that there are no stains or soiling on the bedding.

Claimant Signature: \_\_\_\_\_

**A COPY OF THE PROOF OF PURCHASE IS REQUIRED TO PROCESS A WARRANTY CLAIM.**

Claimant signature: \_\_\_\_\_