



Warranty & Claim Information

DrSnooze does not manufacture any of the products that we sell, but we are happy to assist you with a warranty claim with the manufacturer. The following information will help you with the process of submitting a claim. If you have further questions, email us at: warranty@drsnooze.com, or call us at 855-377-6669.

Although we are more than happy to help you through the warranty process, we must adhere to the manufacturer's guidelines. This document provides some of the forms and information you will need to collect and complete to submit a claim. Note that we do not make the determination on the validity of your warranty claim. This is solely in the hands of the manufacturer of your product.

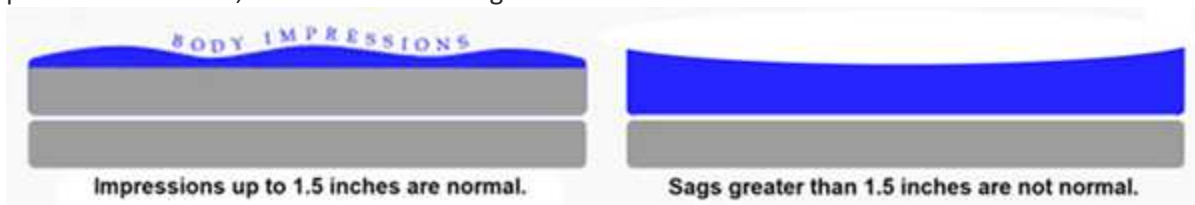
WHAT IS COVERED?

If you purchased a mattress and use it with a foundation and frame that provide proper support, the warranty will cover manufacturing defects in your mattress or foundation. The warranty also covers faults in materials or manufacturing defects. Replacement of one piece does not automatically result in the replacement of any other piece. This limited warranty is provided only to the original purchaser.

WHAT IS NOT COVERED?

The following conditions are not covered under your warranty:

- Normal body impressions - Impressions in the mattress comfort layers may be caused by the contour of your body and may appear within the first 90 days of use. Body impressions are not sags, and do not affect the feel, nor the support of your mattress. Body impressions of up to 1.5 inches in depth, with no persons on the bed, are normal. The images below illustrate:



- Bent border wires due to improper moving, storage, or bending.
- Mattress failure due to an improper foundation, or mattress and/or foundation failure due to an improper frame (i.e. Queen and King sizes must have a center support).
- Transportation or redelivery fees for replacement of product (a \$49 delivery fee applies to warranty exchanges)
- Inspection costs, if applicable (\$65 inspection fee payable prior to inspection).
- Vermin infestations.
- Comfort or firmness preference (no manufacturer will warranty the comfort of their mattress, since this is individual preference).
- Stains or soil marks (use a mattress protector pad at all times to avoid stains).
- Burn marks
- Broken handles (ripped, torn, missing)

- Abuse (such as jumping on the mattress)
- Merchandise sold “as is”, distressed, or floor model/sample.
- Improper use

Your warranty only extends to the original purchaser and the following information is required to obtain service:

- Proof of purchase (Bill of Sale) with date
- Law and Model Name tags (white labels attached to the mattress)
- Photos of the defect and defective items

SUBMITTING A CLAIM:

Certain manufactures, such as the following, process warranty claims directly. If you are having an issue with an item from one of these brands, proceed to contact them directly as follows:

- Leggett & Platt Adjustable Bed - 1.800.888.3078
- Ergomotion Adjustable Bed - 1.888.550.3716
- Tempurpedic - 1.800.821.6621
- Kingsdown – 1.800.800.1353

Otherwise, if you wish to submit a warranty claim, proceed to complete the warranty claim form and checklist presented below. Provide all information requested and include pictures illustrating your warranty defect. Any form/questionnaire that is incomplete, illegible, or does not contain photographs, will not be considered.

Warranty claims take 4-6 weeks to process. The claims process is entirely dependent on the manufacturer of the product. Customers are responsible for any inspection fees, as well as all transportation fees involved with the delivery of their replacement mattress, and the pick-up of their defective mattress. Your warranty does not cover these charges. Also, consult the warranty card that came with your purchase. It will always prevail versus the general information listed here.

If, after reading and reviewing the documents and forms in this package, you have further questions regarding warranty claim submission:

- Call: 855-377-6669
- E-mail us at: warranty@drsnooze.com

Note: We are only able to assist the warranty claim process for brands that we currently carry.

Following submission of your warranty claim form, you will receive a letter of approval or denial from the manufacturer. If approved, the letter will describe the steps to exchange your product. If denied, the letter will describe the reasons for the denial. In no event, will inspection fees be refunded.



Warranty Claim Form

To submit a warranty claim, complete the form and checklist below and email to warranty@drsnooze.com, or mail to Dr. Snooze, P.O. Box 772517, Ocala, FL 34477, together with all documentation requested and listed on the check list. Claims take 4-6 weeks to process.

Contact Information:

Customer Name (From the Bill of Sale): _____

Telephone – Daytime: _____ Evening: _____

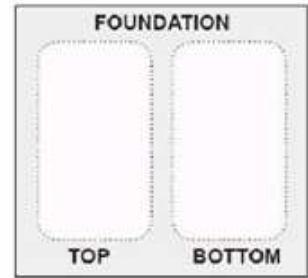
Physical Street Address: _____

City: _____ State: _____ Zip: _____

Email Address: _____

Describe the Defect (and mark the image):

Mark the image to indicate the defect area.



Provide the following information:

A. Item(s) defective: [] Mattress [] Foundation [] Frame [] Other _____

B. Manufacturer & Model Name: _____

C. Purchase Information (obtain from Bill of Sale): Purchase Date: _____ Purchase Price: \$ _____

If the item is a mattress, obtain the following information from the Law Label:

D. Manufacture Date: _____

E. Pattern Number: _____

F. Mattress Type/Size: _____

G. Warranty Code: _____

Customer Signature: _____

EXAMPLE LAW LABEL



D. Manufacture Date

G. Warranty Code

E. Pattern Number

F. Mattress Type



Photos Needed

Proceed to take pictures of the defective item to provide with your warranty claim submission. Your photos should include a broad view of the item as well as close-up views of the defect. A photo should include the manufacturer's label placed on the product, if available. For mattresses, take pictures of the Satin Trade Label and the "Penalty of Law" tag. These tags **MUST** be intact to submit a warranty claim:



Satin Trade Label



"Penalty of Law" Tag

If your concern is related to body impressions, you will need to measure the impression. Do this by placing a straight edge, such as a yardstick or broom handle, across the area. Using a ruler, measure the depth of the depressed area without applying any pressure. Then photograph the measurements. Be sure to measure the middle of the quilted area, not the stitching. This process is illustrated by the following photos:





Warranty Claim Submission Check List

Following is a warranty claim submission check list. Each of the following items that is applicable will need to be either provided or assured for a warranty claim to be processed. Place a "✓" mark in each of the boxes below as applicable to indicate your compliance with the requirement.

- Warranty Claim form is completed and signed
- Bill of sale/invoice is enclosed (copy okay)
- Photo of Law Tag is enclosed (if a mattress is defective)
- Photos of defect/defective item (include broad view of entire item)
- Is free of stains and soil marks (void warranty)
- Has no burn marks
- Not damaged due to improper use
- Comfort/firmness is not the reason for the claim
- I'm the original purchaser

Check which diagram best describes your frame:



Comments: _____

I certify that the check mark responses to the Warranty Claim Submission Check List presented above is accurate.

Signature: _____ Date: _____

To submit a claim, proceed to email to warranty@drsnooze.com, or mail to Dr Snooze, P.O. Box 772517, Ocala, FL 34477, this check list together with all documentation and photos requested on the check list. Claims take 4-6 weeks to process.