

Gardner's Mattress & More Warranty Processing Procedure and Checklist

GOAL: To assist you in processing a warranty claim on a mattress purchased from Gardner's Mattress & More.

PURPOSE: The purpose of this procedure is to expedite the warranty claim process and give you all the tools needed to process your claim with the manufacturer.

Next Steps: Warranty processing can vary depending on the manufacturer. Keep in mind, Gardner's Mattress & More did not make your mattress, final determination is at the discretion of the manufacturer. We will work for you to resolve your issue providing it is within the manufacturers guidelines. Upon submission of these items we will be able to provide guidance on length of time to resolve the issue.

Mattresses that are soiled or stained and are not on an approved foundation/box spring and/or frame will almost always be denied for warranty claims. There may be other remedies (new foundation, frame, underbed support) that will help your situation.

As always we are here to serve and help, let's discuss the situation and find the resolution that is fair to all parties.

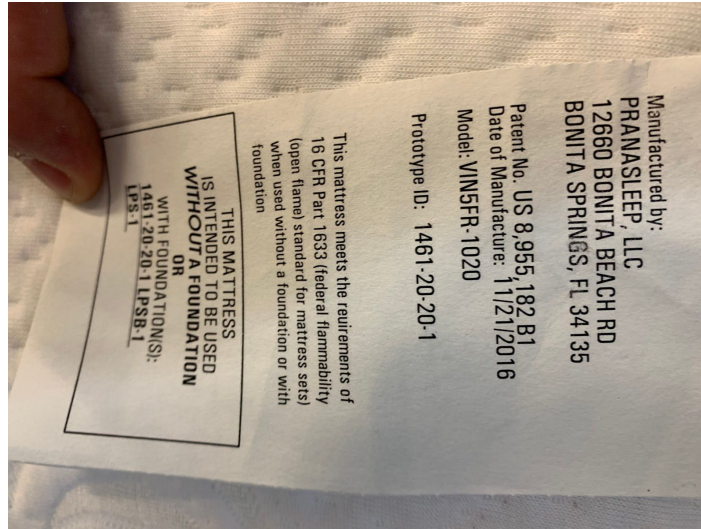
All items are required and must be submitted as listed below along with clear digital pictures. Gardner's Mattress & More will not proceed with a warranty processing without these items. All pictures must be clearly labeled with titles as follows on the subsequent pages.

You may email request for warranty and your pictures to andrew@gardnersmattressandmore.com

If we must come out to the home to complete this list for you, we will charge a \$100 warranty processing fee.

Procedures for all mattresses, regardless of type.

Step 1 - Picture of your law tag (typically found at the head of your mattress) that show the entire law tag clearly and is well framed. If there are two tags (one behind the other) please take pictures of both. If you purchased a foundation/box spring from Gardner's take the same pictures of the law label found on your foundation/box spring.



Take pictures of all law tags that are present, be sure to pictures of both sides if printed on front and back.

Step 2 - Picture of your mattress or mattress set as it sits on your frame or furniture (platform bed, wood and or metal bed, metal frame or floor)



Step 2b - Take the same picture of just the foundation/boxspring as it sits on your frame or furniture (platform bed, wood and or metal bed, metal frame or floor)



Step 3 - Remove your mattress and foundation/box spring (if you have one) and take a picture of the frame or under mattress set supports which your mattress or mattress set sit upon.



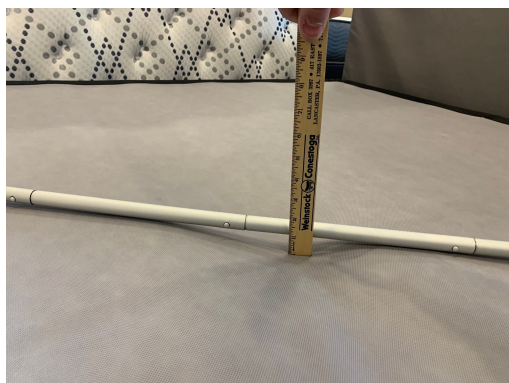
Step 4 - If you have a foundation/box spring place your foundation/box spring back on the frame or furniture and place a straight edge (broom handle or yard stick) over the general area where you feel there is an issue while laying on your mattress. Measure to the lowest point (without putting any pressure down into the lowest point) and take two pictures as shown



Picture for right side of the foundation/box spring set

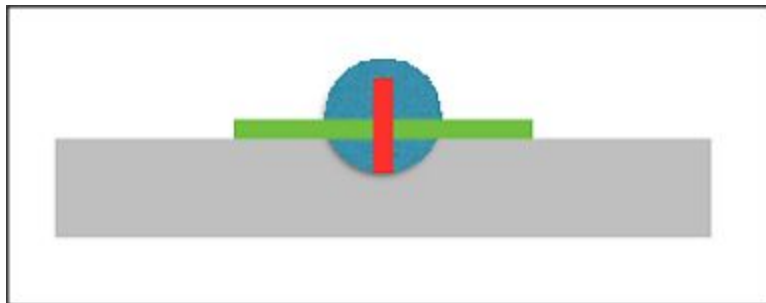
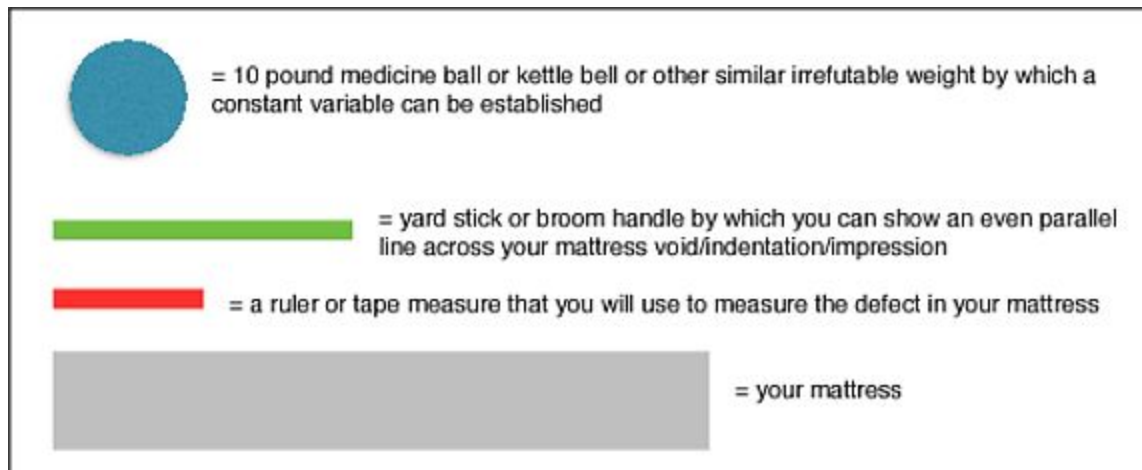


Picture for left side of the foundation/box spring set



Picture you would take if there is a low point found when the straight edge is laid across the affected area of the mattress as it relates to the foundation/box spring set *****IMPORTANT**All pictures must show a clear picture of the depth of measurement as pictured above***

Step 5 - Place your mattress on top of your foundation/box spring or the furniture it sits upon and place a straight edge over the area where you feel there is an issue. Measure to the lowest point (without putting any pressure down into the lowest point) and take a picture as shown





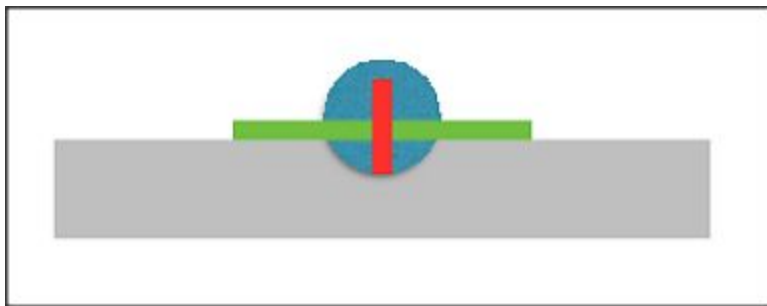
****Incorrect place to measure from**** - Do not measure from a “tufted” area of the mattress where the comfort layers have already been compressed from the factory, as shown above.



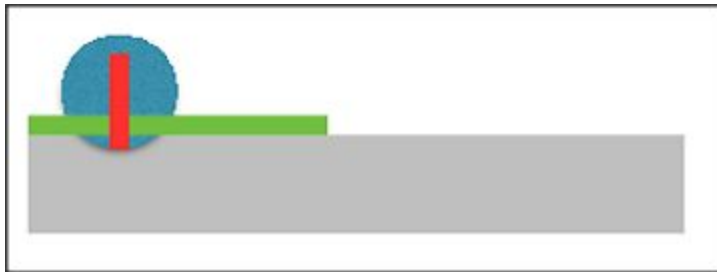
Without applying pressure to your ruler or measuring, place the ruler/measuring device in lowest impression point that is not “tufted down” and take a photo of the measurement as picture above. Make sure the photo is still and measurement device is visible.

1 additional picture is needed for all foam mattresses (latex and or memory foam, combinations of foams) if the complaint is related to loss of firmness or resiliency when no visible sag is present when the mattress is not in use.

Step 6 - (only needed for all foam mattresses) - If you have an all foam mattress and your issue is related to loss of support or resilience, place a weight (10 lbs exercise ball, dumbbell, something with a known and easily recognized weight) in the affected area and take the pictures as laid out in Step 5. Take a second set of pictures with the same weight but now take them at the head or foot area of the bed. This is to give the factory a basis point of how the bed is performing where you sleep and where you don't.



This picture is to be taken where you sleep and feel the most loss of support while in bed. Take a picture of the affected area of an all foam mattress, must show a clear picture of the depth of measurement.



This picture is to be taken at either the head or foot of the mattress. Take a picture of the unaffected area of the all foam mattress, must show a clear picture of the depth of measurement.