



Mattress Warranty Claim Form

Completing this form will begin your warranty process which may take 2-3 weeks. Please provide us with the information we need in order to process your warranty claim. Required information is marked with an (). If all the required information is not complete then your warranty claim may not be processed. Thank you!*

*Today's Date (mm/dd/yy)

*Customers Name (as it appears on your receipt)

*Current Address

*City *State *Zip

*Email Address

*Phone # Including Area Code

*Do you have a copy of your receipt? ___Yes ___No

If you have a copy of your receipt please provide the order number

Order Number

We need a little information about your mattress. Please fill out the information below carefully.

What is the name of your mattress? _____

Is the label attached to the mattress? ___Yes ___No

Is the law tag attached to the mattress? ___Yes ___No

If the law tag is attached please provide the manufacture date which can be found on the law tag. Also, send in a photo of the law tag.

Date Manufactured

Mattress Size? (Check One)

- Twin Queen King
- Full (double) Twin Extra Long California King
- 10 foot Family Bed 12 foot Family Bed

Has the mattress ever been moved? Yes No

Is the mattress stained? Yes No

If so please describe the stain:

*Do you use a **Foundation (Boxspring)** or **Adjustable Base** with your mattress? (Circle One)

*Was your foundation or adjustable base purchased with your mattress? Yes No

Skip next four (4) questions if you use an adjustable base.

*Do you use a frame? Yes No

*Which one best describes your frame? (Check One)

- Metal bed frame Wood headboard, footboard, & rails Platform No frame used

*Does your frame have a center support? Yes No No Frame Used

*Did you purchase your frame with your mattress? Yes No No Frame Used

We ask that you provide a picture of your center support if you use a frame. Please take a photo of center support and frame and mail it in with this form. Thank you!

Now we need to know what type of problem you are having with your mattress. Fill out the information below and be as specific as possible.

*Please select the one that best describes your problem. (Check One)

- Stitching coming unsewn
- Squeaky Foundation (Box spring)
- Dips or bends around perimeter
- Coil/wire broken
- Body impression
- Other

*Please describe your problem. Be as specific as possible.

*When did you first notice the problem? (Check One)

- A few days ago
- A few weeks ago
- A few months ago
- More than 6 months ago

*Is the problem affecting your sleep? ___ Yes ___ No

If so, tell us how much. (*Check One*)

- ___ Not much
- ___ A little
- ___ More than a little
- ___ A lot

We require photos of your problem area before your warranty claim can be processed. Please take a photo of your problem area and send it in with this form. Taking several photos from different angles will help speed up the process. If your claim is for a "Body Impression" please place a golf ball or similar sized object in the deepest portion of the impression for the photo. Use a straight edge such as a broom handle, yard stick, etc. and lay it across the impression; use the ruler or tape measure to illustrate the number of inches from the bottom of the impression to the straight edge. Do not measure into the stitch channel of the mattress. This is the natural indentation in the mattress.

Remember to take off all sheets, comforters, and mattress protectors before taking any pictures.

Mail this form along with pictures to:

Taylor & Wells
PO Box 360
Perryville, AR 72126

Or email them to customercare@taylorandwells.com

Remember this process usually takes 2-3 weeks depending on manufacturer response time. Please keep in mind should your claim be found **valid** you (*the customer*) are still responsible for any **delivery costs** that may be associated with replacing your mattress. Thank you for your patience and we appreciate your business.

Photos required to send in with Warranty Claim:

- ___ Body Impression Measurement (see photo below for details on how to measure)
- ___ Full View of Mattress Showing Depth of Body Impression
- ___ Full View of Foundation (Box Springs)
- ___ Full View of Frame including Center Support
- ___ Photo of Law Tags and Labels

Example of How to Measure Body Impression:

