

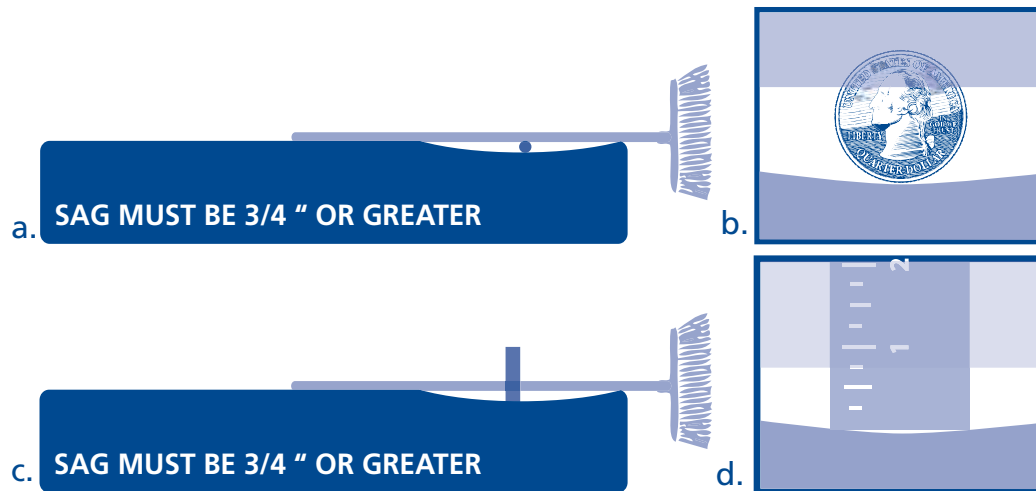
Warranty Claim Instructions

Please follow the instructions listed below for the problem you are experiencing.



If the problem is a sag in the mattress:

- Remove the zippered cover from the mattress. **
- If possible, remove the mattress from the foundation and place it on the floor. Check the foundation for any sagging.
- Place a straight edge such as a broom handle or yard stick across the sagging area.
- Put a quarter (which is 1" tall) over the sag and against the straight edge as shown in figure (a.)



- Take a photo showing the full width of the bed while the sag is being measured as shown in figure (a.) as well as a close up of the quarter and sag like illustrated in figure (b.) You may also provide a variety of photos from different angles and distances to best illustrate the problem you are having. Do not place any weighted objects or people on the mattress while taking your photographs.
- If you do not have a quarter available, you may use a ruler instead and follow figures (c.) and (d.). Please be sure that we can read the numbers on the ruler in your photograph as shown in figure (d.).

If the problem is a fissure or split in the mattress:

- Remove the zippered cover from the mattress. **
- Take a photograph of your mattress while laying a quarter flat on the bed next to the fissure.
- You may provide a variety of photos from different angles and distances to best illustrate the problem you are having.

If the problem is shifting of layers, or a tailoring issue with fabric:

- Remove the zippered cover from the mattress. **
- Photograph the problem area. You may provide a variety of photos from different angles and distances to best illustrate the problem you are having.

If the problem is with your Advanced Performance Platform Foundation:

- Please provide photos that you feel best illustrate the problem you are having.
- Be as descriptive as possible on the claim form when describing the problem.

Other problems:

- Please provide photos that you feel best illustrate the problem you are having.
- Be as descriptive as possible on the claim form when describing the problem.
- Please note all mattress claims require photos (including odor)

** **DO NOT REMOVE COVERS FOR THE FOLLOWING MODELS:** The PrimaBed by Tempur-Pedic®, The CelebrityBed by Tempur-Pedic®, The AlluraBed by Tempur-Pedic®, and The GrandBed by Tempur-Pedic®