



*Changing the way the world sleeps!®*

The warranty procedures for your Tempur-Pedic mattress and foundation are as listed below. Please follow the instructions listed for the problem you are experiencing.

**PHOTOS ARE REQUIRED FOR ALL MATTRESS CLAIMS. CLAIMS WITHOUT PHOTOS AS REQUESTED BELOW WILL NOT BE PROCESSED.**

If the problem is a sag or loss of support in the mattress, please follow the instructions below.

1. Remove the zippered cover from the mattress (imprinted with Tempur-Pedic logo).  
*NOTE: PrimaBed, CelebrityBed, AlluraBed, and GrandBed do not have removable covers.*
2. Remove the mattress from the foundation and place it on the floor. While the mattress is on the floor, examine the foundation and make sure it is free of sags and depressions. If foundation is faulty please note on claim form. *NOTE: If unable to perform this step, we still need the rest of the steps followed accurately, as well as a photo of your foundation.*
3. Place a straight edge (i.e. yardstick, broom handle, etc.) across the mattress where the sag is located. We need to see a photo of a FULL SHOT, FROM END TO END of the straight edge being used (we need to see the left and right ends of the straight edge touching the mattress).  
*NOTE: Do not place any weight on the mattress as this will cause the photos to be inconclusive.*
4. Stand a ruler or a quarter on end against the straight edge to illustrate depth of the sag.
5. Take a few pictures illustrating the measurement and the fact that the mattress is obviously on the floor.
6. Mail the pictures to the physical or e-mail address below.

If the problem is a fissure or split in the mattress, please follow the instructions below.

1. Remove the zippered cover from the mattress (imprinted with Tempur-Pedic logo).  
*NOTE: PrimaBed, CelebrityBed, AlluraBed and GrandBed do not have removable covers.*
2. Place a common household item near the fissure.
3. Take pictures of the two together in order to show the measurement of the fissure.
4. Mail the pictures to the physical or e-mail address below.

If the problem is with the foundation, please follow the instructions below.

1. Inspect the foundation and make sure it is level. Feel along the top of it to make sure there is not a problem with the foundation such as a broken internal support.
2. Note the issue you're experiencing on your Claim Form. No photos are necessary with the Foundation.

***If purchased through a retail store, you will need to provide a copy of your receipt with the photos.***

Please remember if these instructions are not followed, your claim may take longer to process. If you have any questions, please call 1-800-753-1130. Fax 1-859-514-5691.

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