

# Warranty Packet



**Thank you for your purchase!**

# Warranty and Product Care Information

Should a mattress be determined to be a valid warranty claim, Mark's Mattress Outlet will provide the customer with a **store credit up to the customer's purchase price of the mattress**, towards another mattress purchase. If a customer takes advantage of this offer, their new mattress warranty will only extend through the original mattress warranty period. This is based on the original purchase date of the original mattress.

**The limited warranty is valid only under the following circumstances:**

- You must be the original purchaser from MARK'S MATTRESS OUTLET in the United States
- You must provide a copy of the original purchase receipt, proof of purchase date and purchase price
- You must be able to provide a law tag for the defective product. Important manufacturing information is recorded on the law tag
- The defective product must be in a sanitary condition having no stains or signs of abuse
- Customer Conduct Policy

**What is covered:**

- Visible body impressions greater than **1.75 inches** on all mattresses when used on a flat sleeping surface.
- Visible body impressions greater than **2.75 inches** on all mattresses when used with an adjustable base (motorized powerbase)
- Coils or wires broken or protruding

**What is not covered:**

- The mattress cover itself.
- Visible body impressions *equal to or less than 1.75 inches* on all mattresses when used on a flat surface.
  - Measurements cannot be taken from a recessed stitch pattern area, but rather from an area with no stitching.
- Visible body impressions *equal to or less than 2.75 inches* on all mattresses when used with an adjustable base (motorized powerbase)
  - Measurements cannot be taken from a recessed stitch pattern area, but rather from an area with no stitching.
- Comfort preference
- Normal wear and tear
- Sheet fit
- Mattresses NOT purchased with a new foundation, smart frame or Adjustable base from Mark's Mattress Outlet
- Abuse
- Stains of any kind
- Damage due to improper support. Queen, King and California King products require a metal bed frame with a center support with at least one leg that touches the floor. If using a bed set with slats, a queen size needs a minimum of 5 legs touching the floor and a king/cali-king needs a minimum of 7 legs touching the floor.
- Damage due to bending or folding your mattress
- Bed height
- Bedding sold in "as is" condition
- Cosmetic stitching (stitching that does not affect the integrity of the mattress). Examples are panel quilting designs, secondary stitch row around the edge, border stitching design
- Mattresses damaged due to the use of old, used, non-supportive, fatigued foundations. Your new mattress must be supported by a new foundation or placed on a solid surface like a platform bed.
- Transportation Cost
- If any discontinued products are no longer available at Mark's Mattress, the customer may be required to go directly to that manufacturer to process a warranty claim.

MARK'S MATTRESS OUTLET warrants that your product will be free from defects in material and workmanship as described in this warranty referred to as the limited warranty. In the event of a warranty issue, please email us at [warranty@MarksMattressOutlet.com](mailto:warranty@MarksMattressOutlet.com). MARK'S MATTRESS OUTLET is not liable for incidental or consequential damages arising through the use of their products.

**Please read the following:**

- Do not smoke in bed. This is a common cause of fatal bedroom fires.
- Do not use candles around your mattress.
- Do not use space heaters in your bedroom around flammable items.
- Do not run electrical cords under your bed. It can cause heat which can turn into a fire.
- Always throw away the plastic wrapping material your new mattress comes packaged in, so a child or pet does not become entangled and suffocate.
- Promptly dispose of your old mattress to avoid a fire hazard.

### **Body impressions**

Your MARK'S MATTRESS OUTLET mattress has been constructed using the finest materials available. It is designed to conform to a person's individual contour. Your sleeping position over time may result in body impressions. This is normal and not considered a structural defect but merely the localized compacting of upholstery materials. Severe impressions are body impressions which exceed 1.75 inch in depth below the normal level of the sleep surface (2.75 inches if used with an adjustable powerbase.)

**How to measure a body impression:** Using a rigid object like a level or a broom handle or a string pulled tight across your mattress, measure the area in question. **Note: measurements cannot be taken from a recessed stitched pattern area, but rather from an area with no stitching.**

### **Getting used to a new sleep surface**

As with any new bed, your body may need some time to adjust to alignment, pressure relief and support of your new mattress. Most people love their new sleep set the first night, others take some time to get used to it. MARK'S MATTRESS OUTLET recommends rotating your mattress every two weeks head to toe or 180 degrees for the first two months for a total of four times for all mattresses excluding a king size. For king size mattresses, we recommend that you rotate it a quarter turn every two weeks for the first two months to ensure even break-in of the mattress. This will also help to avoid the "king ridge" that could appear if a king mattress is rotated head-to-foot and not quarter-turns. In addition, you should rotate your mattress as often as you see fit for even wear patterns. Be sure to use a high-quality waterproof mattress protector to help protect your mattress from any possible stains. Any stains void the warranty. MARK'S MATTRESS OUTLET reserves the right to refuse service and invalidate this limited warranty when upon inspection of the product it is found to be in an unsanitary condition, soiled, or when product failure is due to causes other than defective material and/or workmanship.

If your mattress warranty claim is approved, you will receive an **in-store credit** equal to the purchase price of the mattress, *minus any sales promotions and/or free/included/discounted items*. **No refunds** will be authorized under any circumstances.

**\*\* On all warranty claims, if Mark's Mattress Outlet is no longer associated with the manufacturer, your warranty claim may need to be processed directly through the manufacturer's website. \*\***

# Warranty Claim Instructions

1. Remove all bed linens from the mattress
2. Stand next to the sleep set when measuring and DO NOT put any pressure on the mattress, as this will cause inaccurate results.
  - a. A description on how to properly measure body impressions can be found in the Warranty Information Packet.
3. Take pictures of the following and include with the submission:
  - Close-up pictures of measurements
  - Full view of measurements, showing straightedge lying flat
  - Full top view of mattress with no covering
  - Foundation/Support w/out the mattress
  - Frame setup without the foundation/box spring/mattress
  - Picture(s) of any descriptions marked below.
  - Picture of Law Tag
4. Inspect your mattress for the following items and indicate in the diagram below.



5. Checkmark which item(s) best describes your mattress then mark on the diagram to the right.

**Items to inspect:**

- ☐ Stains or dirty areas
- ☐ Holes or rips in the fabric
- ☐ Springs protruding through fabric
- ☐ Body Impressions

**(Industry Standard is greater than 1.75 inches for a “defect” (2.75 inches w/powerbase))**

- ☐ Sides collapsing/bulging

# IMPORTANT!

In order to process your claim request in an accurate and timely manner, complete the following form in full. We cannot process your claim without ALL necessary information. Failure to complete this form in its entirety, including photos, WILL delay the claim process.

*Bedding found to have any STAINS, no matter what the stain, WILL NOT be replaced or repaired under any circumstance.*

## **REQUIRED for your CLAIM to be PROCESSED:**

You MUST have all forms filled out completely.

Attach a copy of your purchase invoice or proof of purchase.

Pictures requested MUST be included.

Form must be signed and dated.

## **Manufacturer reserves the rights to:**

Replace or repair products at our discretion.

Substitute materials or products of comparable quality or build.

## **Submit your Warranty Claim Form by EMAILING to the following:**

[WARRANTY@MARKSMATTRESS.COM](mailto:WARRANTY@MARKSMATTRESS.COM)

All warranty and MGYB claims are processed on Mondays. Please confirm all required information is sent in to eliminate any delays.

**\*\* No mattress will remain perfectly flat on the surface forever. Body impressions are inherent to the mattress due to more foam layering, added insulator pads, and memory foam used in construction. Softer mattresses may have impressions that are more noticeable, with Euro and Pillow tops carrying the deepest impressions. \*\***

# Please Complete the Following to Process Your Claim:

Name:

Address:

City, State and Zip:

Phone Number:

Email Address:

Date of Purchase:

Mattress Name/Model:

Mattress Size:

Foundation Name/Model:

\* Mattresses purchase without a new foundation, platform frame or adjustable base from Mark's  
Voids Your Warranty

- In your own words, please describe the issue(s) you are experiencing with your purchase:

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

# Warranty Claim Final Checklist

Double Check You Have Everything Below Before Process

## REQUIRED PICTURES:

- ☐ 1. Full TOP view of your mattress, with no covers
- ☐ 2. **Full view of measurements with a straight edge lying flat**
- ☐ 3. Close up picture of the measurement
- ☐ 4. Foundation(s) without the mattress
- ☐ 5. Frame, bed set, or adjustable base without the mattress/foundations
- ☐ 6. Picture of the law tag
- ☐ 7. Any additional picture show the issue

## Additional Required Items:

- ☐ Copy of your receipt
- ☐ Warranty claim form filled out
- ☐ Warranty claim form signed and dated

Submit your Warranty Claim Form to:

[WARRANTY@MARKSMATTRESS.COM](mailto:WARRANTY@MARKSMATTRESS.COM)



Examples of requested pictures:

**1. Full top view of the mattress, no covering**



**2. Full view of measurements, showing straight edge lying flat:**



**3. Closeup pictures of measurements**



**4. Foundation/support without the mattress:**





**5. Frame setup by itself, without the mattress or box spring:**



**6. Picture of the law tag:**

