



# **Mark's Got Your Back Guarantee**

(To be completed by the customer)

Store location where you purchased your mattress:

Date of Purchase:

Your Name (as it appears on your sales receipt):

Contact phone number:

Email Address:

The following items are required to process your claim

#1) A copy of your original sales receipt.

#2) A copy of your receipt for the \$200 Comfort Exchange Fee, per mattress

#2) A picture of your mattress's law tag (still attached to your mattress.)

#3) Three or more pictures of your mattress without sheets or a mattress protector. These pictures need to show the mattress from several angles, showing the mattress to still be in like-new condition.

#4) Please describe the issue(s) you are currently experiencing with your mattress:

#5) Sleep Type (Circle One):    Side            Back            Stomach            Toss/Turn

TO Process your Comfort Exchange to be considered, all items on the **Required Items List** must be emailed to [warranty@marksmattress.com](mailto:warranty@marksmattress.com) or delivered to the store where you purchased your mattress.

*Note: There cannot be any visible damage or stains of any kind, or the Comfort Exchange will be null and void.*

**Required Items List (check off each included)**

- **Completed Comfort Exchange Form**
- **Copy of your Paid \$200 Comfort Exchange Fee, per mattress plus redelivery fee if needed**
- **Copy of your original sales receipt**
- **Picture of the law tag**
- **3 or more pictures of your mattress w/out sheets**
- **Description of the mattress issues.**

If you have any questions or concerns about this process, email [warranty@marksmattress.com](mailto:warranty@marksmattress.com), or contact the store where you purchased your mattress. All warranty and MGYB claims are processed on Mondays. Please confirm all required information is sent in to eliminate any delays.



January 2025

## Terms and Conditions:

1. Your 100 days start from the time you receive your mattress... offer good only on the mattress with purchase of our mattress protector (must be on same receipt)
2. Must keep your mattress for at least 45 days but exchanged before the 100th day...ALL Factory Sealed mattresses will feel firmer than the display models until slept on to soften
3. Must complete our Comfort Exchange Form and email It to [warranty@marksmattress.com](mailto:warranty@marksmattress.com)
4. All Factory Warrantied Mattresses receive 100% store credit towards another mattress...a separate \$200 exchange fee, per mattress, is required to be paid before processing your claim. If your mattress is not approved for an exchange this fee will be refunded.
5. Must go through our fitting process. This process reduces the chance of getting the wrong mattress by 98%.

## Exclusions/Details:

1. Mattress Purchased without a Sleep Natural Mattress Protector **VOIDS** this offer (Must be on the same receipt)
2. Offer Voided if mattress warranty is Voided
3. **All Transportation cost are the customer's responsibility**
4. ONE time exchange only: mattress must be of equal or lesser value, the balance will be forfeited NO REFUNDS, mattress of greater value the customer is responsible for the difference. SIZE to SIZE Exchanges ONLY
5. Any adjustable base, foundation, elevations, and all accessories do not qualify for any exchanges or refunds
6. Discounted Floor Models do not qualify
7. Custom Orders and odd sizes do not qualify
8. Firm Mattresses for Side Sleepers this offer may be VOIDED based on your Sleep Type: Firm mattresses do not provide proper support for side sleepers on your hips and shoulders....see store and receipt for details
9. Any Credit Card/Check Claims VOIDS this Offer
10. Customer Conduct Policy