

SINCE



1959

PLEASANT

M A T T R E S S

Dear Pleasant Mattress, Inc Customer,

As a prominent mattress manufacturer in the industry since the 1950's we recognize the importance of addressing customer's warranty concerns. We are proud of the products that we manufacture, and want to ensure our customers' satisfaction. Enclosed please find a warranty claim packet, critical to a thorough response to your recent notification of concern expressed to our office. Please ensure that you have all of the necessary items included with your claim before submitting. You must sign and return the enclosed "Warranty Claim Form" by email, to initiate the process of addressing your concern.

THESE ITEMS ARE REQUIRED TO PROCESS YOUR CLAIM:

- The completely filled out and signed "Warranty Claim Form"
- Clear photos of the product to show the defect
- Photo to show that your product is not soiled
- Photo of manufacturer's Law Tag attached to the product
- Photo of support system (such as box spring/foundation)
- Proof of purchase (copy of original receipt)

Any stains, soiling, or signs of abuse negate the warranty entirely

Pleasant Mattress, Inc. will make every effort to respond to all completed warranty claims in a fair, efficient, and timely manner. Your thorough description of the issue, and inclusion of all photos, is required in order to complete your claim.

Sincerely,
Pleasant Mattress, Inc.

IMPORTANT INFORMATION

Please read the Limited Manufacturer's Warranty Card that was attached to your original purchase, the documents contained herein, and the Explanation of Limited Manufacturer's Warranty Coverage page prior to filling out the enclosed Warranty Claim Form.

NATURE OF ISSUE

POSSIBLE SOLUTIONS

Body Impressions

Please see the Limited Manufacturer's Warranty, as there is specific information that refers to body impressions, mattress care, and maintenance. Body impressions do not necessarily indicate that a structural weakness, or breaking down of cushioning materials or the innerspring unit has occurred. Generally these impressions are the natural occurrence of the mattress filling materials (fiber, cotton and foams) are conforming to the user's individual weight, size, shape, and body characteristics. Up to one and one half (1.5") inch body impressions are considered normal wear, and are to be expected product characteristics. Body impressions are not normally considered to be a mattress manufacturing defect. Rotating your mattress, as specified in the product warranty you received with your original purchase, will help to reduce these impressions.

Squeaks or Noises

Squeaks, or noises, usually originate from the supporting bed frame, rails, slats, headboard, or footboard. Remove the mattress and box spring from the bed frame or bed. Check the frame slats, or rails by pushing down in several locations to find the source of the noise. If the noise cannot be located, replace the box springs foundation on the bed frame, or bed, and repeat the test. Finally, if you still cannot isolate the noise, replace the mattress and repeat the test.

EXPLANATION OF THE LIMITED MANUFACTURER'S WARRANTY COVERAGE

LENGTH OF WARRANTY

Your warranty protects you from the day you receive your sleep set, and continues according to the "Warranty Schedule" found on your original warranty card. In the event that a repair or replacement of your sleep product occurs, this warranty continues your protection from the original date of purchase. Please refer to your original warranty card for specific details. Your warranty code is located on the manufacturer's Law Tag attached to the product.

WARRANTY COVERAGE

In order for this limited warranty to be valid, you must be the original purchaser and have purchased the sleep set from an authorized mattress dealer. If a defect occurs during the warranty period (which is described in the Manufacturer's Warranty Schedule), then our company will replace the defective mattress and/or foundation within a reasonable amount of time.

**NOTE: IF THE PRODUCT YOU HAVE IS SOILED OR STAINED YOUR WARRANTY
COVERAGE IS AUTOMATICALLY VOIDED-NO EXCEPTIONS.**

This limited warranty covers the following during normal usage. Products used in the hotel hospitality industry or as part of what is considered as commercial use and are not covered under limited Manufacturer's Warranty.

MATTRESS:

- Torn cord handles or bar tack handles, stitches pulled out of the handle where sewn onto the mattress or tears in the mattress fabric where the handles are attached. Note: handles were not meant to pick up the mattress. Handles are only to be used to reposition the mattress while sitting on the box spring/foundation.
- Coils or wires that are loose, broken, or protrude through fabric
- Body indentations greater (deeper) than 1.5"
- Sagging: your mattress must be continuously supported by a matching box spring/foundation, or equivalent, with an appropriate support frame. The frame or bed should include a rigid center support with at least 5 legs, or bed containing a rigid center support with at least 5 hardwood cross slats for queen and king sets. A rigid center support is equal to a support that extends from the frame to the floor. Failure to support your sleep set with proper support system could void your warranty.

FOUNDATION

- Splits in the wood frame
- Bent, loose or defective beams, and/or center support rail
- Loose or broken box spring wire

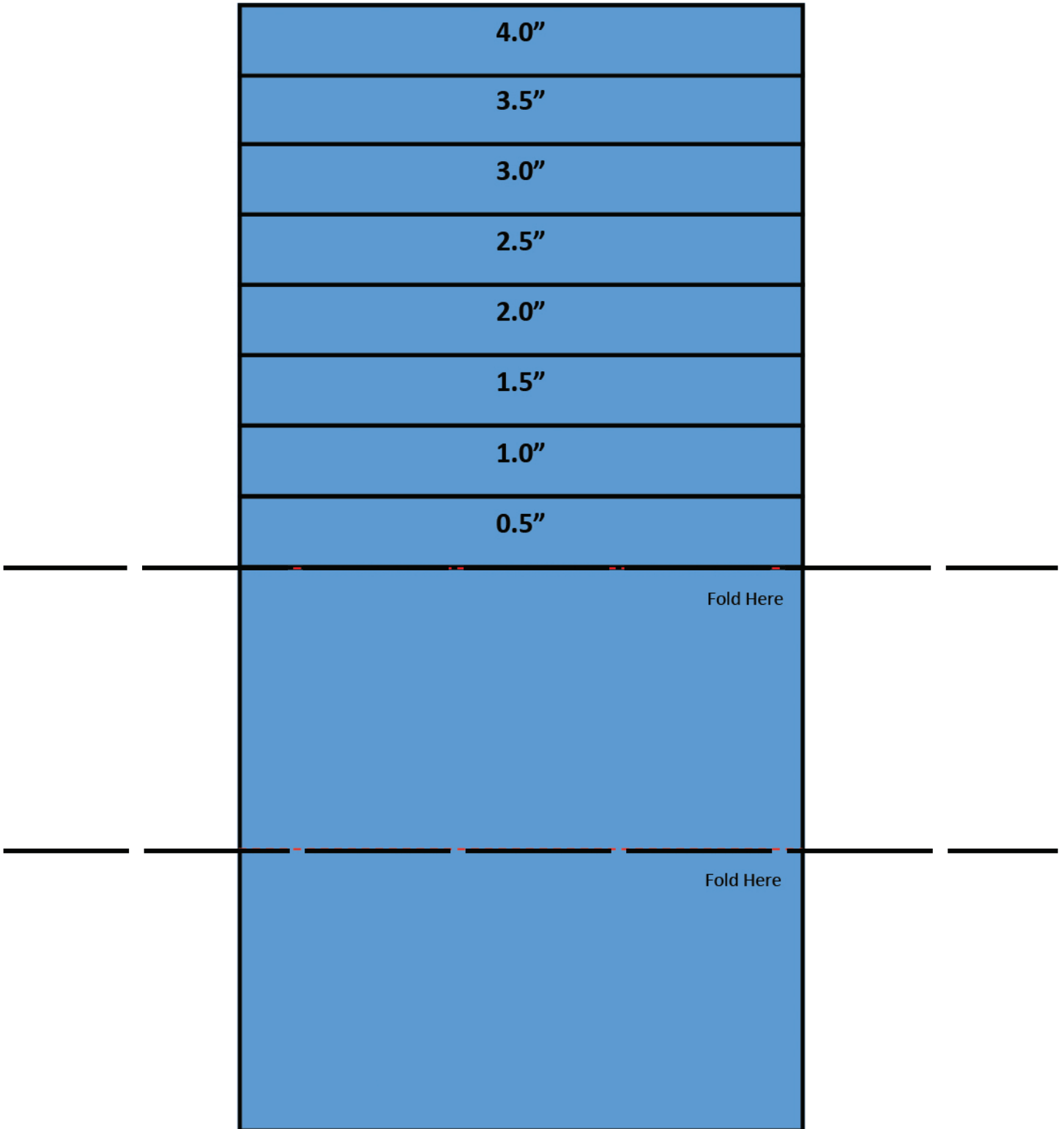
- Un-recovered compression of steel components
- Un-stapling of steel components
- Sagging: A proper bed frame must continuously support the box spring/foundation. For king and queen sets, a rigid leg reinforced center support a rigid cross-center support, including at least 5 hardwood, or metal, cross slats is required. A rigid leg center is equal to support that extends from the rail, or bed frame, coming into contact with the floor.

ITEMS **NOT** COVERED:

Items and damages not specifically listed in the “Warranty Coverage” section are not covered. Including, but not limited, to:

- Issues of non-defective comfort preference
- Box spring/foundation dust cover, guards, mattress handles, or fabric/covers
- Damage caused from not using an appropriate method of center support
- Clearance bedding marked, or sold, “as is” (including floor models)
- Body impressions less than one and one half (1-1/2”) inch depth
- Mattress damage due to an inappropriate, or unmatched, box spring/foundation. A mattress is designed for use in conjunction with its matching box spring/foundation as part of a sleep set.
- Damages determined to be due to abuse, or found to be an unsanitary condition, or when product or component failure is caused by anything other than defective workmanship or materials.
- Delivery fees, or fees collected from retailer of your original purchase.

TRIFOLD MEASURING TOOL



DIRECTIONS

Fold along perferrated edge to create trifold measuring tool.

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WARRANTY CLAIM FORM

Name: _____

Street: _____

City: _____ State: _____ Zip: _____

Home Phone: () _____ Other Phone: () _____

E-mail: _____

Please tell us which product(s) you are having an issue with:

- Mattress Foundation Both

Please check which applies:

- Standard 9" foundation Low Profile 4"-5" foundation

Other: _____

Measurement of Mattress: _____ Foundation: _____

Purchase Date: _____ Dealer: _____

Describe your product defect/issue clearly and specifically. If you are having a problem with both the mattress and foundation, please clarify this in your description.

Please review the Images below, and circle the image that best represents the support system that you are using. If necessary, modify this diagram to accurately represent your support system. Indicate location of legs, wood or metal slats, platform, center legs, horizontal supports, vertical supports if not shown in your selection. You must provide a photograph of this system with your claim.




MANUFACTURER'S PRODUCT LAW TAG

Below is an example of a mattress manufacturer's Law Tag. The tag is placed on every mattress and foundation. This tag contains manufacturing information that you will need to complete your claim.

Law Tag's include: product size, model name, warranty code, item code, manufacturer information and manufacturing date. You must submit a photograph of this Law Tag to complete your claim.

LAW TAG EXAMPLE

UNDER PENALTY OF LAW THIS TAG NOT TO BE REMOVED EXCEPT BY THE CONSUMER	
ALL NEW MATERIAL CONSISTING OF	
POLYURETHANE FOAM	76%
GEL INFUSED VISCOELASTIC FOAM	13%
RAYON	7%
BLENDED FIBER BATTING (75% RAYON 25% POLYESTER)	4%
REG. NO. CA 12326	
Certification is made by the manufacturer that the materials in this article are described in accordance with law	
MADE BY PLEASANT MATTRESS, INC. 375 S. WEST AVENUE FRESNO, CA 93706 (559) 268-6446	
FINISHED SIZE: 60X 80 IN (152 X 203CM) NET WEIGHT OF FILLING MATERIALS: 72.0LBS(33KG)	
DATE OF DELIVERY: 00458940 030	DATE OF MANUFACTURE: 01/11/2019 005
BS ASHTON FM 0304 0306 50 SM-ASHTONFM-5000	
MATT	
TAPE COLOR: SLATE GRAY	09853405 (WC: D)
030 005	ROUTING # B03495
Removal of this tag voids warranty	

- A. 
- B. 
- C. 
- D. 
- E. 

MATTRESS

- A. MANUFACTURED BY: _____
- B. DATE OF MANUFACTURE: _____
- C. SKU: _____
- D. SERIAL NUMBER: _____
- E. WARRANTY CODE: _____

FOUNDATION

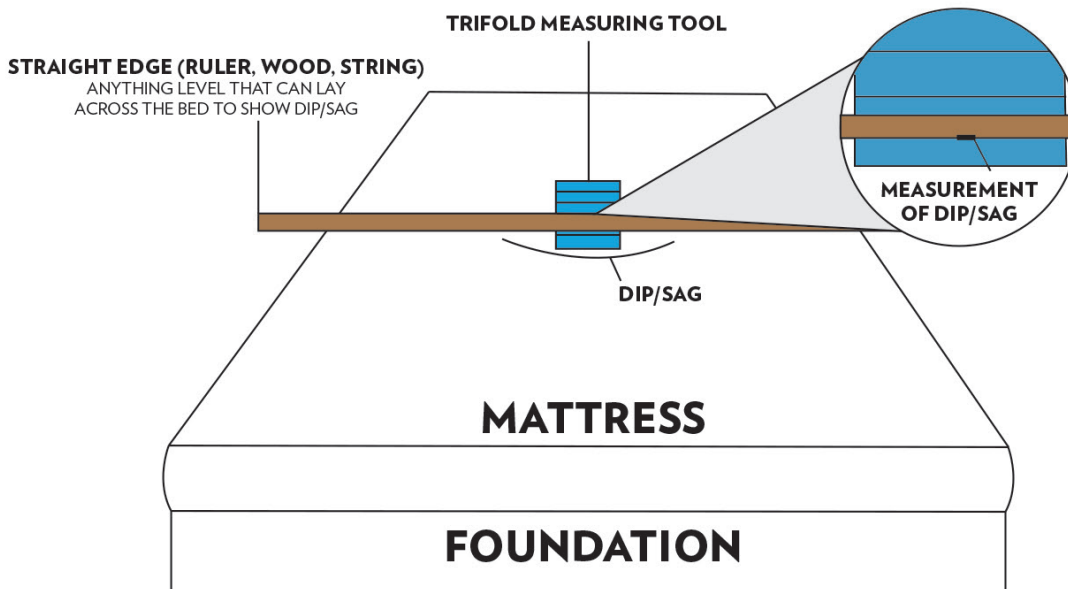
- A. MANUFACTURED BY: _____
- B. DATE OF MANUFACTURE: _____
- C. SKU: _____
- D. SERIAL NUMBER: _____
- E. WARRANTY CODE: _____

HOW TO MEASURE BODY IMPRESSIONS

The measurement process to determine depth of body impressions in the mattress is outlined below. It is best to measure with the mattress placed on the floor, space permitting.

1. Place a yardstick, broom or string (pulled tight over the width of the mattress) across the location of body impression(s).
2. Using the measuring tool provided, measure the depth of impression from the deepest point of mattress surface to edge of yardstick without applying pressure. Measure from center of padded area of quilting, not inside the seams of the quilting threads, so that the depth measurements will be accurate. Pictures taken inside seam/buttonholes/or applied pressure will not be accepted and may be denied due to failure to provide sufficient evidence.
3. Measure individual thickness of your mattress and foundation (if you have one). This information is necessary if your set needs replacement to ensure it is replaced with equal valued product. Note these measurements on the first page of the Warranty Claim Form.

PLEASE PROVIDE PHOTOGRAPHS CLEARLY SHOWING MEASUREMENT OF DEPTH OF IMPRESSION WITH A TAPE MEASURE OR RULER AND ANOTHER PHOTOGRAPH OF OVERALL BODY IMPRESSION AREA(S).



ISSUES OBSERVED

For dips and sags, please indicate the measurement observed below:

RIGHT SIDE	LEFT SIDE

WARRANTY CLAIM CHECKLIST

- Copy of your original receipt
- Complete your warranty claim form
- Photographs of your Law Tags on the mattress and foundation
- Pictures of your own support system (bare bed frame)
- Pictures of your bare box spring(s)/foundation(s)
- Picture of the overall mattress, bare
- Pictures of the indention to include a measurement (not in a fabric or button hole (refer to How to Measure Body Impressions)
- Signature on this page to confirm your claim and agreement with our company

To ensure that we process your claim quickly and accurately, please be sure to include everything on this checklist. Claims returned without the required information will be denied and closed.

Signature: _____

Printed Name: _____ Date: _____

By signing this form you agree to all terms stated in the cover pages enclosed with this claim form, including covering all cost to box and ship your product to and from our location.