

Mattress Direct Request for Service Form

Form #1

Thank you for letting us know of the concern you have regarding the product(s) you have purchased from Mattress Direct. Please take the time to **completely** fill out the following information so that we may process your request for service efficiently. Upon completion, please return this form with photos clearly depicting the problem to Mattress Direct Service Department. You may return this information by mail or email to eloise@mdserta.com. (See below)

Please Print Legibly

Name: _____ Date turned in: _____

Ticket Number: _____ Store Location: _____

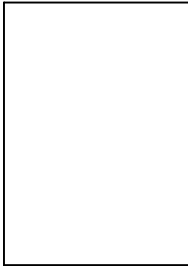


Please check: I am having a problem with my: mattress () box spring ()

Please describe the problem(s) you are having: _____

If your mattress has a body impression (in sleeping area) or sag (in center of bed), please indicate the deepest impression and dimensions of affected area in the following manner:

- (1) **Block must be placed in deepest area of depression. DO NOT measure into a seam or sewn down area and DO NOT add any additional pressure to affected area.**
- (2) **Place string in front of the block with weights draped over edge (side to side) of mattress.**
- (3) **Take at least three photos (a) full view of mattress edge to edge with Block and String (b) close-up shot of Block and String and (c) under bed**
- (4) **Please be sure to include your warranty code and manufactured date from the law tag located at the head of your mattress (DO NOT REMOVE LAW TAG FROM BED).**

On the following diagrams, please indicate, by drawing the size and areas affected on your mattress or box spring. **Also, please draw your frame including legs that touch the ground. Send in with pictures of frame and affected area.**

Mattress	Box Spring	Frame	Law Tag Sample						
			<table border="1" style="width: 100%; border-collapse: collapse;"><tr><td style="text-align: center; font-size: small;">UNDER PENALTY OF LAW THIS TAG IS NOT TO BE REMOVED EXCEPT BY CONSUMER</td></tr><tr><td style="text-align: center; font-size: x-small;">ALL NEW MATERIAL CONSISTING OF</td></tr><tr><td style="text-align: center; font-size: x-small;">REG. NO. OR LIC. NO.</td></tr><tr><td style="text-align: center; font-size: x-small;">YOUR SERTA MANUFACTURER</td></tr><tr><td style="text-align: center; font-size: x-small;">(ADDITIONAL INFORMATION)</td></tr><tr><td style="text-align: center; font-size: x-small;">WARRANTY CODE FOUND HERE Wn</td></tr></table>	UNDER PENALTY OF LAW THIS TAG IS NOT TO BE REMOVED EXCEPT BY CONSUMER	ALL NEW MATERIAL CONSISTING OF	REG. NO. OR LIC. NO.	YOUR SERTA MANUFACTURER	(ADDITIONAL INFORMATION)	WARRANTY CODE FOUND HERE Wn
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WARRANTY CODE FOUND HERE Wn									

Law Tag Manufacturer Date: _____ **Warranty Code:** _____

Any incomplete or illegible forms will affect the efficiency of processing your request.

Please return photos by mail or email to the addresses below to ensure a prompt response. Any stains, odors, or abuse will automatically void the manufacturer's warranty. Any cost of transporting the warranted or new products will be the sole responsibility of the consumer.

The above information is accurate. **There are no stains, soiling or odors on my bedding:**

Signature Required _____ Date _____

In office use only. Please do not write below this line.

Received by: _____ Date Received: _____

Date Sent to Customer Service for Processing: _____

Check all received: complete and legible form () clear photos () original ticket ()

Mail to: Mattress Direct-Service Department 9469 Airline Hwy. Baton Rouge, Louisiana 70815

Fax to: 888-867-5852

Email to: eloise@mdserta.com