



### CUSTOMER CONCERN FORM

Please complete the form and attach a copy of your original sales receipt and your check for \$75.00, made out to Mattress Discounters, and return to:

Mattress Discounters  
Attn: Customer Service  
251 Clairton Blvd.  
Pittsburgh, PA 15236

Invoice # \_\_\_\_\_ Purchase Date \_\_\_\_\_

Phone \_\_\_\_\_ Today's Date \_\_\_\_\_

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Name of Product as shown on Law Tag:  
\_\_\_\_\_

Size: (circle) Twin    Full    Queen    King  
Other:(specify) \_\_\_\_\_

Is your Mattress and Boxsprings a matching set? \_\_\_\_\_

What type of frame or support do you have under the bed?  
\_\_\_\_\_  
\_\_\_\_\_

Has your bed ever been replaced? \_\_\_\_\_

If yes, date of exchange: \_\_\_\_\_

Describe your concerns regarding your Mattress and/or Boxsprings: (see instructions to right)  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### MATTRESSES:

\* If You are experiencing a Body Impression/Sag, please read and fill in the section below:

#### HOW TO MEASURE BODY IMPRESSIONS:

1. PLACE A YARDSTICK ACROSS THE LOCATION OF THE BODY IMPRESSION(S).
2. USING A RULER, MEASURE THE DEPTH OF IMPRESSION FROM THE DEEPEST POINT OF THE MATTRESS SURFACE TO THE YARDSTICK. MAKE SURE TO MEASURE THE CENTER OF THE PADDED AREA AND NOT THE SEAMS.
3. LIST THE MEASUREMENTS BELOW.

#### MEASUREMENTS:

Side 1 \_\_\_\_\_ Side 2 \_\_\_\_\_

### BOXSPRINGS:

-FOR IMPRESSIONS, FOLLOW THE STEPS ABOVE TO MEASURE IMPRESSIONS. LIST HERE \_\_\_\_\_

#### -FOR SQUEAKING:

1. PLACE YOUR BOXSPRING FLAT ON THE FLOOR. LOCATE AND ISOLATE THE NOISE IN THE BOXSPRING.
2. CHECK YOUR FRAME AND HEADBOARD AND MAKE SURE THEY ARE TIGHT AS THEY ARE A COMMON SOURCE OF NOISE.

### NOTE:

**\*To avoid damage to the mattress and staining, that will void you warranty, always use mattress protection in the form of a good quality mattress pad.**

**\* An inspection fee of \$75.00 does apply for defective and non-defective product, fee will be applied to re-delivery of new product if warranted as per Manufacturers Warranty**

**\*Inspect your bed carefully for stains. Any stain on the mattress regardless of the nature will void the Manufacturers Warranty. If stains are found, the warranty is void.**