

Dear Valued Customer,

To help you process your warranty claim Mattress Discounters offers an in-home inspection service to determine if your Mattress is defective. The fee for the in-home inspection is \$75.00 which must be sent with the completed customer concern form and copy of original invoice. The \$75.00 must be sent with a check made payable to "Mattress Discounters". An in-store inspection is also available at no charge by appointment, where you could bring your mattress set to one of our stores to be inspected. If your mattress **does** meet Serta's criteria for a warranty replacement, the \$75.00 you paid for inspection will be applied to the re-delivery of your new mattress. Please read the guidelines for replacement listed below carefully before setting up an inspection.

Thank You.

The following defects are grounds for mattress replacement:

- Wires that are loose, broken, or protruding through fabric
- Handles on all Perfect Sleepers and Perfect Nights
- Loss of structural support

The following defects are grounds for box spring replacement:

- Broken or loose support elements
- Compression of or unstapling of support elements
- Broken or loose grid top
- Splitting of the wood frame
- Loose, bent, or defective wood beams
- Sagging

The Serta warranty does NOT cover the following items or circumstances:

- Bedding sold "as-is"
- Bedding height
- Bent perimeter (border) rods
- Handles on non-Perfect Sleeper or Perfect Night models
- Fabric stains, soiling, or burns
- Replacement of a piece of the set that does not have a defect
- Transportation Costs
- Normal body signature
- Damage of either piece due to abuse
- Sheet fit
- Mattress damage due to an inappropriate foundation
- Comfort preference
- Corner guards
- Cover

Please take special notice that the following **are not covered**: noise (unless caused by covered defect); any cover (fabric) complaints including pilling, stitching, etc.; and normal body signature

The warranty requires that all queen and king size sets have a center support that extends to the floor. Failure to meet this requirement will void the warranty. Stains of any kind will void the warranty as well.