



Dear Valued Jamison Customer:

For your limited warranty to be valid, you must be the original consumer/purchaser and have purchased your mattress set from an authorized dealer.

We understand that you believe you are experiencing a problem with your Jamison bedding set and have been unable to resolve it with the dealer you purchased it through.

In order to assist you, we need to request that you complete the **Warranty Claim form** with pictures showing the nature of your complaint. If you think your mattress sags, please see the **How to Measure a Sagging Mattress form** and return the claim form with the photographs requested along with a copy of your sales receipt and the white law tag that is attached to your mattress or box.

Once we have had a chance to review your information, a letter or email will be sent to you authorizing a replacement of the mattress or foundation/box or denial of the request. This process normally takes about 3 to 4 weeks.

Please read the supplied warranty card for your responsibilities and obligations if authorization is granted.

Thank you for your purchase and assisting us to help you with this process.

Jamison Bedding  
550 East Park Avenue  
Gallatin, TN 37066

# WARRANTY CLAIM FORM



Customer Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
City, State, Zip: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Email: \_\_\_\_\_

1. Provide the information from the white law label affixed to your mattress and/or box spring.

Warranty Code: \_\_\_\_\_  
Model number \_\_\_\_\_  
Date of Manufacturer \_\_\_\_\_  
Law Tag number \_\_\_\_\_

2. Date of purchase \_\_\_\_\_

3. Retail store name \_\_\_\_\_

4. Are mattress and foundation/box a matching set? Yes \_\_\_\_\_ No \_\_\_\_\_

If no, please provide the brand name of both the mattress and foundation/box and the approximate age of both. \_\_\_\_\_

5. Has your mattress set ever been replaced or repaired? Yes \_\_\_\_\_ No \_\_\_\_\_

If yes, when and why? \_\_\_\_\_

6. How many times has your mattress been turned or rotated? (see warranty card for details)

First 6 months of use \_\_\_\_\_

6 months to present \_\_\_\_\_

7. Is mattress soiled, stained, or spotted in any way? Yes \_\_\_\_\_ No \_\_\_\_\_

8. Describe the nature of your complaint and provide pictures showing the nature of complaint.

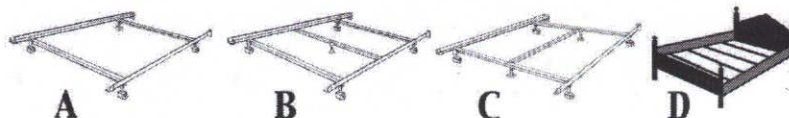
\_\_\_\_\_  
\_\_\_\_\_

5. Describe your frame and provide pictures clearly showing the frame or support system.

What letter from the drawings below A ( ) B ( ) C ( ) D ( )

How many legs does your frame have: \_\_\_\_\_

How many slats: \_\_\_\_\_



Signature: \_\_\_\_\_

Date: \_\_\_\_\_



## **How to Measure a Sagging Mattress?**

Remove all bedding from your mattress including sheets, pads and foam toppers. The original top of the mattress needs to be exposed so you can accurately measure the depression.

Smooth the top of the mattress with your fingers. This eliminates any possible wrinkles in the fabric that could cause the measurements of the sagging to be inaccurate.

Lay string across the width of the mattress so it reaches from one side to the opposite one. It should cross over the deepest part of the depression. Secure one end of the string to the edge of the mattress with a strip of painter's tape which does not leave a sticky residue on the fabric when it's removed.

Walk to the other side of the bed and gently pull the unsecured end of the string until it is taut. Secure your end of the string with a strip of painter's tape. While most of the string rests on top of the surface of your mattress, it does not make contact where it crosses over the sagging portion.

Pull the steel measuring tape so it extends a few inches from its housing. Place the end of the tape so it touches the bottom of the sagging portion of your mattress alongside the string. Hold the housing upright at a right angle to the mattress. Read the measurement on your tape where it intersects the string. This tells you how much your mattress is sagging.

## **Things You Will Need**

- String
- Painter's tape
- Steel measuring tape

## **Tip**

- A yardstick or ruler can be substituted for a steel measuring tape.
- A shower curtain rod can be used in place of a string by laying it across the mattress and measure the open space or gap between the rod and mattress.

## **Warning**

- When the string is not pulled so it is taut, measurements won't be accurate.

## **Photographs Needed**

- Take a full-size picture of your mattress with the string or straight edge and measuring tape showing the measurement of the sag.
- Take a close-up picture of the mattress showing the measurement of the sag.
- Remove your mattress and take a full-size picture of your foundation or box to make sure there is no damage to your foundation or box.
- Remove your foundation or box and take a full-size picture of your frame supporting your mattress and foundation or box.
- Take a picture of the white law tag that is sewn in the head of the mattress. This tag is very important since it has the manufacturing information, we need in order to process a warranty claim.
- Take a picture of your receipt showing you are the original owner of this mattress set.
- Take a picture of the completed questionnaire and attached all photos or scanned documents back to the email address provided to you.