

Customer Warranty Claim Request

In an effort to assist you with your Warranty Claim, please answer the following questions as completely as possible. **Please attach a copy of your original customer receipt** to this document and return it to:

**MT VERNON SLEEP GALLERIES 3500 PLANK RD SUITE E
FREDERICKSBURG VA 22407 (540) 786-2777**

Customer's Name: _____

Telephone: _____ (home) _____ (fax)
_____ (work) _____ (Cell)

Address: _____

Address: _____

City: _____ State: _____ Zip: _____

Dealer: _____ Date of Purchase: _____ Price: _____

Street Address: _____

Dealer's City _____ State: _____ Zip: _____

Merchandise Identification

Note: If the merchandise is a Mattress or product that has a law tag, write the model number and warranty code below. Some information will be present on the store receipt.

Name of Manufacturer: _____

Model Number: _____ Warranty Code _____

Date Manufactured: _____ Model Name: _____

Mattress and Box Spring Information

Size: Twin Full Queen Cal King King Other

Describe problems or concerns dealing with Mattress: _____

<input type="checkbox"/> Body depression problems <input type="checkbox"/> Seam or Fabric Problems <input type="checkbox"/> Spring Breakage <input type="checkbox"/> Coil or Wire protruding <input type="checkbox"/> Other _____ _____ <input type="checkbox"/> Any Stains	<table border="1"><tr><td data-bbox="618 625 867 919"></td><td data-bbox="894 625 1081 919"></td><td data-bbox="1117 625 1320 919"></td></tr><tr><td data-bbox="721 947 797 989">Top</td><td data-bbox="922 947 1060 989">Bottom</td><td data-bbox="1117 947 1320 989">Boxspring</td></tr></table>				Top	Bottom	Boxspring
Top	Bottom	Boxspring					

If a Body Depression is present, circle the area of the body depression.* The frame has a dip of _____ inches.

*Body Depressions are to be measured by laying a straight edge across the mattress, and measuring from the straight edge to the mattress surface. Both the mattress, Box spring, and frame must be measured for body depression problems. Measurements are to the nearest tenth of an inch, and are to be measured to the top of the quilt, not into a seam or tuft. Most body depression claims require a service call, which in the Fredericksburg area costs \$50-\$100.

Note: The presence of stains on the mattress and/or foundation automatically voids all mattress manufacturers' warranty. Please understand that this is not the policy of Mt Vernon Sleep Galleries, and is clearly noted of the warranty card which comes with each mattress.

Disclaimer: The merchandise we sell falls solely under the warrantee of the manufacturer. In an effort to assist our customers in warranty related issues, we provide this form and will transfer the paperwork which decreases the amount of time taken by the warranty process. We are not involved in the decision process of what is covered under a manufacturer's warranty, nor are we responsible for broken merchandise not covered under the manufacturer's warranty. If a manufacturer approves a warranty request, the shipping of the old and new merchandise is the responsibility of the customer. Also, any consumer is free to file a warranty claim directly to the manufacturer without our help.

If another Copy of this form is needed, please go to www.mountvernonsleepcenter.com, and click on Warranty for a printable version.