



**Dear Valued Restwell Mattress Customer,**

Thank you for contacting Restwell Mattress Company. Restwell Mattress Company warrants that its sleep sets will be free from defects in material and workmanship as described in the Restwell Warranty and Mattress Care Brochure. This warranty applies to a mattress when purchased with a matching boxspring — if the mattress is on a boxspring other than a Restwell, the warranty is not valid and not applicable. (Mattresses that are placed on an approved platform base such as a captain's bed or waterbed replacement will be honoured at 1 year warranty). It is Restwell Mattress Company's policy to deal quickly and effectively with any customer complaint or concern which results from a Restwell product failure.

Many problems or complaints can be resolved by use of the solutions below. Please read the following before filling out the attached Customer Service Request Form.

Nature of Problem	Possible Solution
<b>Body Impressions</b>	<p>Body impressions are a natural occurrence on a mattress, not a manufacturing defect. Body impressions less than 2" in depth are considered to be within acceptable industry standards. These can be minimized by rotating the mattress end to end and/or turning over at least every 2 weeks for the first 6 months; once per month thereafter. If you own a Never Turn mattress, rotate it head to toe for the first 2 weeks then once per month thereafter.</p> <p>King size mattresses can also develop a "hump" in the middle of the mattress as a result of body impressions — this can be a result of sleeping patterns. An effective solution to this problem is to rotate your mattress 180° turn (so that the head and foot of the mattress are laying side to side) for one week every 6 — 8 weeks (as the mattress will overhang your boxspring slightly in this position it is not recommended that you sit on your mattress while in this position).</p>
<b>Sag</b>	<p>A sagging mattress can be a result of several factors.</p> <p>A mattress is designed for full performance when used in conjunction with a matching foundation. An old foundation may not be providing sufficient support — it may appear that your mattress is sagging when it is really the foundation, which supports the mattress.</p> <p>Inadequate centre support from the bed frame can also contribute to sag or "roll together". Ensure that any Queen or King size set is placed on an approved bed frame with rigid centre support.</p>
<b>Comfort</b>	<p>The Restwell warranty does not cover comfort preferences.</p>
<b>Odour</b>	<p>As all Restwell products are made to order with new materials, you can expect your new mattress to have an odour for the first two weeks (approx). This can be minimized by stripping the bedding from the mattress daily and standing the mattress on its side — this will allow the mattress to air out. Opening the window or turning on a fan in the bedroom is also recommended.</p>
<b>Squeaks or Noise</b>	<p>Squeaks and other noise usually originate from the bed frame, headboard, or footboard. Remove the mattress and the foundation from the bed frame. Check the frame by pushing down in several locations to locate the noise. If the noise can not be located, replace the foundation on the frame and repeat the test. Finally, replace the mattress and repeat the test.</p>

If none of the above address your situation, please make a photocopy of your proof of purchase (Store Invoice) and submit this with the Service Request Form which follows. Proof of purchase is required for the bed to be covered by the warranty. If you are unable to locate your proof of purchase, please contact the dealer you purchased the bedding from. They may be able to retrieve records of your purchase. Restwell Mattress Company does not have consumer receipts.

If the bedding is returned after the no-charge repair or replacement period or if the warranty has expired, you can expect to pay a pro-rate usage charge. You are also required to pay transportation costs to and from the Restwell Mattress factory.

Under the warranty guidelines, expect bedding of equal or better quality if identical materials are not available. There is no guarantee that the product you receive will have the same ticking (cover) or construction as your current mattress or foundation, especially if the replacement is being made several years after the original purchase.

Restwell Mattress Company does reserve the right to refuse service and void the warranty if the mattress and/or foundation is found to be in an unsanitary condition, abused, or damaged through accident or neglect. Restwell Mattress Company does not warrant that this product is suitable for any person's medical condition. Restwell Mattress Company does not authorize any person to create for it any other obligation or liability in connection with product warranty.

Please mail the completed and signed Customer Service Request Form, along with proof of purchase to:

Restwell Mattress Company  
Customer Service Department  
14922 - 54A Avenue  
Surrey, B.C. V3S 5X7

Your request will be evaluated and you will be contacted. You may want to keep a copy for your records. If you feel photos would be helpful, the Company would welcome them.

**CUSTOMER SERVICE REQUEST**  
**(Please PRINT the following information.)**

Name \_\_\_\_\_ Daytime Telephone (\_\_\_\_) \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ Province \_\_\_\_\_

Postal Code \_\_\_\_\_ Email Address \_\_\_\_\_

Dealer Name & Location \_\_\_\_\_

Sales Person Name (if available) \_\_\_\_\_

**Please tell us which product(s) you are having problem with:**

**Mattress**       **Foundation**       **Both**

In order to accurately and quickly process your request, please fill in the following information from the law tags of both your mattress and foundation, even if you are claiming service on only one. Please locate the law tags of both your mattress and foundation. You will find the requested information there. If your law tag is missing, please locate the manufacturer's silk label or use the bill of sale and fill in the model name and size. If you do not use a foundation then please indicate "none used".

	MATTRESS	FOUNDATION
Date of Purchase (from sales receipt)	_____	_____

Model Name (on silk label)	_____	_____
----------------------------	-------	-------

	_____	_____
--	-------	-------

Size (S, D, Q, K or measured dimensions)

4 Digit Model Number(ie: 9999) on law tag

Date on law tag

CA# on law tag

Please Note if Matched Set:

Yes

No

Did you purchase a new frame at the same time?

Yes

No

Below is a facsimile of a Restwell Mattress Company Law Tag. This tag is placed on every mattress and foundation we manufacture, providing us with valuable manufacturing information. Please fill in the information as it appears on your labels.

MATTRESS LAW TAG Not to be removed until delivered to the customer Ne pas enlever avant Livraison au consommateur
This article contains NEW MATERIAL ONLY
Cet article contient MATERIAU NEUF SEULEMENT
This label is affixed in compliance with Provincial law Cette etiquette est apposee conformement aux lois provinciales
Made by: Fabrique, par:  Content: Contenu:

FOUNDATION LAW TAG Not to be removed until delivered to the customer Ne pas enlever avant Livraison au consommateur
This article contains NEW MATERIAL ONLY
cet article contient MATERIAU NEUF SEULEMENT
This label is affixed in compliance with Provincial law Cette etiquette est apposee conformement aux lois provinciales
Made by: Fabrique, par:  Content: Contenu:

Since making your purchase, how have you maintained and cared for your bedding and how frequently?

\_\_\_\_\_

How was the bed when you first received the product from the retailer? \_\_\_\_\_

Was the bed delivered and set up?

Yes

No

Did you pick it up yourself?

Yes

No

Have you turned the bed and slept on the other side?

Yes

No

How often? \_\_\_\_\_

Is the other side comfortable?

Yes

No

Do you use boards or other flat objects in between your mattress and foundation to increase the mattress firmness?

Yes

No

If yes, please tell us what you use: \_\_\_\_\_

Do you use a mattress pad on the mattress?

Yes

No

Please indicate the number of people who regularly use this set — also indicate whether adults, young adults or children:  
\_\_\_\_\_

Have you moved since buying this sleep set?

Yes

No

If yes, please indicate the name of the mover you used, as well as the date of the move:

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

Examine the perimeter edges of the mattress and foundation for bent border wire. If bent, describe the location and depth. \_\_\_\_\_  
\_\_\_\_\_

Has your sleep set been previously repaired or replaced?

Yes

No

If yes, please indicated Return Authorization Number and Date: \_\_\_\_\_

Has this sleep set been inspected by anyone other than yourself?

Yes

No

If yes, by whom? \_\_\_\_\_

If required, please use the space below to tell us as clearly and specifically as possible about your complaint if it s not covered in the questions you have answered or part of the information given previously. If you are having problems with both the mattress and foundation, describe both sets of problems and indicate which pertain to the mattress and which to the foundation. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

If your mattress has body impression, please measure the deepest one in the following manner: At the end of the day, place a string tightly across the bed (or use a straight edge from side to side), then place the end of a ruler in the deepest point and note its depth.

Mattress (Side 1): \_\_\_\_\_ inches Mattress (Flipped over to Side 2): \_\_\_\_\_ inches

Box Spring only (remove the mattress): \_\_\_\_\_ inches

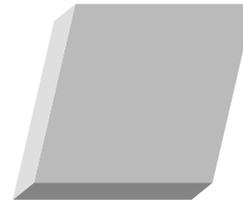
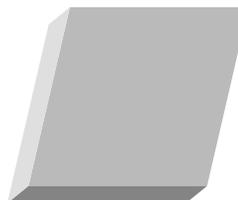
Please use the diagrams below to further identify the type of problem you are having and where it is located on your bedding. In addition to indicating where a problem is, show any changes to the bed since you ve received it. For example, if there are tears or stains, show where and write the word tear or stain next to it.

MATTRESS

TOP

BOTTOM

**VIEW FROM THE END**

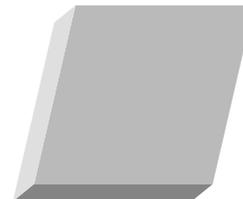
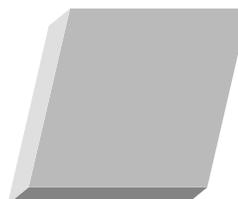


FOUNDATION

TOP

BOTTOM

**VIEW FROM THE END**



BED FRAME

Have you checked your bed frame?

Yes

No

What is your bed frame made of?

Wood

Metal

If you use a wood frame, are there any cross slats?

Yes

No

If yes, how many? \_\_\_\_\_ What kind of wood is it? \_\_\_\_\_

How many bed legs that extend to the floor are attached to the cross slats? \_\_\_\_\_

If you use a metal frame, how many bed legs extend to the floor? \_\_\_\_\_

The frame supporting your sleep set is very important to the life of your product. Not all frames are acceptable under the Restwell Mattress Company warranty, particularly on a queen or king size. Please draw a depiction below of the type of frame used with the bed you are contacting us about. Please mark on the end Head and the other end Foot so it is clear which way, if any cross rail is going.

I represent that the information above is accurate and complete to the best of my knowledge and that at no time have I abused my mattress or boxspring by standing, walking or jumping on either piece.

**Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

Thank you for filling out this form. Please mail, along with a proof of purchase to:

Restwell Mattress Company  
Customer Service Department  
14922 - 54A Avenue  
Surrey, B.C. V3S 5X7

Your request will be evaluated and you will be contacted. You may want to keep a copy for your records. If you feel photos would be helpful, we would welcome them.

