

Your continued comfort is important to us!

A “bedding claim form” is a document required by the manufacturer of your bed to provide them with detailed information necessary to determine if your mattress has a defect within the warranty guidelines. A bedding claim form is required for the following Bedding Vendors: Aireloom, Omaha Bedding, Sealy, Serta, Simmons, Southerland and Stearns and Foster. ***If you have moved outside of our normal delivery zones, please contact the manufacturer for warranty assistance. (This excludes Omaha Bedding customers please continue to follow the NFM claim form).***

Please note: If you have a Tempur-pedic, Land and Sky, or Kingsdown, please contact the vendor directly for assistance with your warranty.

Getting Started on your Bedding Claim Form

To begin the process, please contact our customer service at 1-800-544-5349. We would like to help you determine if the concern you are experiencing would require a bedding claim form to be filled out or not. You will be provided a reference number for your claim form as well.

If customer service has determined a claim is required, please fill out a bedding claim form including all required pictures (examples will be provided in this document).

The bedding vendors have requirements for your mattress to qualify for the warranty. Here are some of the requirements:

- You must have matching mattress and box springs (both must be of the same vendor purchased at the same time unless one piece was a previous warranty replacement), unless you have a platform bed.
- You must have the law label for the mattress and box springs (it does not have to be on the mattress and/or box springs, but you must have it present)
- You must have a proper frame (please see below for a list of a few acceptable frames)
- Your mattress and box spring must be free of any and all stains, soilage, dirt, and/or debris
- Warranties do not cover comfort issues. They are designed to protect the consumer from manufacturing defects.

Origin of the Defect

Body Impression

It is normal for your mattress to start forming body impressions after use. It is designed to conform to your body. The settling of the mattress top, whether it is pillow top, foam, plush, or firm, will conform to your body contours and are considered normal. A defective impression is when the measurement exceeds the factory’s warranty specifications. For instance, for an innerspring mattress, a defective

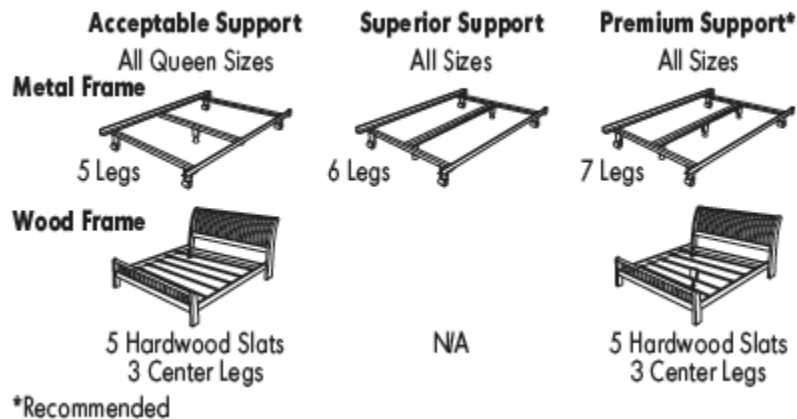
impression has to measure over 1 ½ inches; and for foam, the impression has to exceed ¾ inches but this may vary from manufacturer. To prevent impressions from becoming defective, please rotate your mattress regularly and check to see if you have a proper frame supporting your mattress. Please refer to your manufacturer's factory tag for proper care and the warranty card for proper support.

Frame

Below are some examples of frames that may be considered acceptable. For certain manufacturers the slats may not be more than 2" apart. The warranty card states for each manufacturer what is acceptable.

Adjustable bases are not warranted through NFM. Please contact the numbers below.

- Serta: Please Contact Ergomation At 888-550-3746
- Omaha Bedding: 800 888-3078
- Sealy: 800-826-8757
- Simmons: 888-550-3746



Frame pictures above as courtesy from Simmons Beautyrest

Stains

Any stains on the mattress will void mattress warranty. Whether it is bodily fluids, food, beverage, etc, the mattress warranty will be voided. The best way to prevent your mattress from soiling would be to purchase a mattress pad with your mattress purchase. If you have a mattress pad from Guardsman or Protect-A-Bed, please contact their customer service within 5 days from the initial incident and they will send out a professional cleaner to remove the stain. Please refer to the paper work that came with your mattress protector for the correct number to call. You will also need a copy of your receipt in order to make a claim.

Squeaks or Noises

If you are experiencing some squeaks or noises coming from your bed, it may be the headboard and footboard connections on your frame. To properly isolate the issue, please remove the mattress and box spring from your frame. Check for any loose connecting points at both the headboard and the footboard. Press down at the connecting points to see if the sound resonates from that area. If not, then move onto the box spring. Press down all around the sides, corners, middle, and edges of the box spring to see if they are the issue. If not, then move onto the mattress and repeat the same process. If it is the box spring and/or mattress, please proceed to filling out the bedding claim.

Sagging

Sagging is considered an impression formed along the border of your mattress. This is typically due to sitting or lying close to the edge of your mattress. The best way to prevent this is to refrain from sitting or lying at the edge of your bed. Some bending at the border is considered normal and not a factory defect, but if that exceeds factory qualifications, you may have a defect. This may not be covered under a manufacturer defect. Please follow your manufacturer's criteria for sagging. A list to each manufacturer's warranty is listed at the bottom of the page.

Mattresses are not made to be bent. If this occurs and sag is created or the border bar is bent, it will void warranty.

Box Spring Sagging

Sometimes a sag or impression may be caused by your box spring and not your mattress. Your box spring is a supporting foundation to your mattress. If your box spring is starting to break down, your mattress will conform to the box spring. The best way to prevent a box spring from breaking down is to have a proper supporting frame with center supports, which will help distribute weight on the mattress set evenly. If your box spring continues to show some sag with the proper frame, please refer to your manufacturer's warranty listed at the bottom of the page.

Pillow Top Shifting

Pillow top shifting can be caused by the pillow top material or the quilted top to slide more predominately to one side of the bed over the other. Each factory has their criteria for pillow top shifting, please refer to your manufacturer's warranty listed at the bottom of the page.

Side Bulges

A side bulge is when the side of your mattress collapses and it begins to bow out, or develops a bulge. Each manufacturer has their own specifications for this measure, but an example of a defective bulge would be over 1 ½ inches. Please refer to your manufacturer's warranty listed at the bottom of the page.

Broken Box Spring

A broken box spring occurs when the wooden slat has split or broke. This is usually due to weakness in the wood, or there might be a knot in the wood. If this happens, please report this to NFM customer service right away. A broken box spring will start to sag because it is no longer supporting your mattress properly. If your box spring is sagging, your mattress will follow suit. The best fix for a broken box spring is to replace it. Please see your manufacturer's warranty listed at the bottom of the page.

Fabric/Stitching

There is no warranty on the fabric covering your mattress as well as your box springs. Any stains, soilage, burns, rips, tears, or damage to the fabric of your mattress and/or box will void your warranty. Any loose or frayed decorative stitching on the top of your mattress is not covered under the factory warranty. However, if there is an open stitch on your mattress or box spring that is exposing the contents, then this could be a defect.

Visible Ridge Down The Middle

Sometimes a mattress will form a visible ridge down the length when two people share it. This is considered normal amongst queen and king size mattresses. You sleep on one side, and your partner sleeps on the other, causing the mattress material to conform to your body, and the middle portion has minimal body pressure. To avoid or minimize the chance of a ridge forming on your mattress, try sleeping on all surface areas of the bed and be sure to rotate your mattress regularly. This will help keep the sleep surface area on your mattress more even.

Manufacturer Warranty

[Aireloom](#)

Omaha Bedding [\(insert pdf form\)](#)

Sealy -

- [Before June 2003](#)
- [After June 2003](#)
- [Since 2008](#)

Serta –

- [Serta iComfort Sleep System](#)
- [Serta iSeries](#)

Simmons - [English](#) or [Spanish](#)

Southerland- <http://www.southerlandsleep.com/contact/warranty-registration>

Stearns and Foster- <http://stearnsandfoster.ca/mattress-warranty>

Filling out a Claim Form

All areas of the claim form must be filled out in order for a claim to be reviewed.

Pictures needed for a claim:

What is needed:

- Overall picture of Mattress
- Picture of impression. To take this picture please use a tape measure, ruler, or any type of measuring stick and go into the deepest part of the impression. Please note that this cannot be measured in a seam, in a button, or with any pressure or it will void the picture and we will ask for new ones.
- An overall picture of the frame showing all supporting legs and center supports.
- A picture of the box spring with body pressure and measurement. You will do this the same way you would with a mattress impression, the only difference is to push your hand down onto the box spring and measure the impression.



Delivery Fees:

Delivery fees will be assessed to the order if NFM does the delivery and/or pickup of a mattress and/or box spring under the warranty conditions outside of the first year. These will be the regular delivery fees for your area.

Thank you for taking the time to read through this information. Please feel free to call our Customer Service team at 1-800-544-5349 if you have any questions or concerns.

Sincerely,

Nebraska Furniture Mart