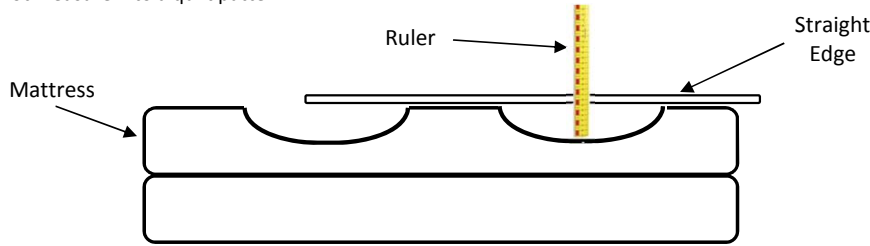


# Instruction for Customer Pre-Inspection

**For all Claims concerning an impression ("sag") in your mattress or box spring, please perform the following:**

\*NOTE: If you purchased a mattress only & placed it on an old or "existing" box spring, we cannot service your warranty

- (1) Place a straight edge (ex: broom stick, meter stick) over the area of depression. Using a ruler, measure into the depression from the mattress/box spring to the bottom edge of straight edge. Do not measure into a quilt pattern.



- (2) Make sure to include this measurement in the description of defect section on the front page of this request.

\*Even if your complaint is only a depression in your mattress, this measurement procedure must be performed twice, on both the mattress AND box spring.

**For all Claims pertaining to Noise (ex: squeaks, etc.), please perform the following:**

- (1) Take mattress off of box spring and place it flat on the floor. Using your hand, press on the spots where noise was heard. If no noise is heard, move to step 2. (Please do not stand on mattress to avoid bodily harm and/or further damage to mattress.)
- (2) Take Box Spring off of set or frame and perform the same inspection.  
\*If noise persists during these steps, please record in the Description of Defect portion of front page.  
\*\*If noise does not persist, than most likely the problem is in the bed frame. Tighten all adjustments (ex: clamps, headboard, footboard, etc.). If problem persists, you will need to purchase a new frame.

**For all Claims pertaining to breakage in Box Spring, please perform the following.**

Take note of placement of break in box. Note if there are any knots in the wood, or any other information you feel pertinent to the warranty claim. Record these findings in the Description of Defect portion on front page.

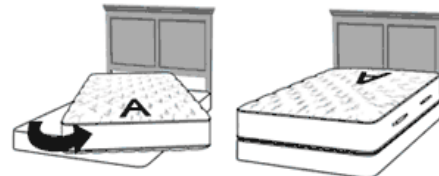
**All other claims, please explain defect as clearly as possible in the description section on the reverse side.**

\*\*\*\*\*

## IMPORTANT NOTICE!

### A Word About Body Impressions

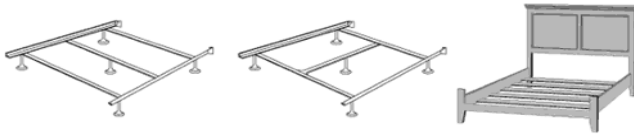
Many of today's top-quality mattresses use technologically advanced foams and fibers that are designed to be softer and more comfortable while ensuring your body has the support you need for good health. By cradling your body, these materials relieve pressure and are so comfortable that you'll probably toss and turn less in the night. For that reason, in the first few weeks you sleep on a new mattress that offers these extra comfort layers, you will likely notice some body impressions on the mattress surface. These impressions are normal and shouldn't be considered a sign that something is wrong with your new mattress. Unless your mattress care instructions indicate otherwise, you may want to rotate your mattress from end-to-end and from top-to-bottom.



1. Rotate mattress counter-clockwise a half turn.

2. Realign mattress with foundation.

Examples of proper bed frames for Queen and King size bedding:



## IMPORTANT NOTE ON STAINS

Any product that is stained or soiled is excluded under the terms of the Manufacturer's Limited Warranty. For health & safety reasons, the Manufacturer reserves the right to deny any warranty coverage based on stains or soilage. For further information pertaining to stains, please consult the Manufacturer's Limited Warranty card.

\*\*\*\*\*

## TERMS AND CONDITIONS

Metro Mattress neither grants or implies **ANY** warranty of performance on any product. All warranties provided, if any, are manufacturer's warranties. Manufacturer Warranty guidelines are included in the packaging of the product. In the event that a warranty claim on your product is necessary, Metro Mattress may opt to arrange for the In-Home Assessment of the product. This assessment may include measurements, descriptions, and/or photographs as deemed appropriate under the terms of the manufacturer's limited warranty. All decisions concerning warranty claims are made solely by the manufacturer. This includes the validity of the claim, and any subsequent offerings thereafter. Metro Mattress will only perform an exchange for defective products with the written consent of the manufacturer. Under the terms of Manufacturer's Limited Warranty, customer is only entitled to the repair or replacement of defective product. Refund requests will not be considered. See Manufacturer's Limited Warranty for further details.

Service and transportation fees are not included in the terms of the Manufacturer's Limited Warranty. Metro Mattress requires a delivery fee for the exchange of any approved warranty claim made 60 days after the original date of delivery. Delivery charge shall be based on the current delivery fee and is subject to change at any time. Merchandise sold "As-Is" is NOT eligible for warranty coverage under the terms of the Manufacturer's Limited Warranty. **\*Please Note:** Metro Mattress does NOT perform service for any adjustable bed bases. All service issues on adjustable bases are resolved directly through the manufacturer. **IMPORTANT: Pursuant to the Manufacturer's Limited Warranty, ANY spot or stain on your bedding will VOID the manufacturer's warranty coverage. For health and safety reasons, the MANUFACTURER reserves the right to deny any and all coverage on these products. See Manufacturer's Limited Warranty for complete details.**