



# CONSUMER SERVICE WARRANTY CLAIM REQUEST

For Internal Use Only	
Ref. #	_____
Date Mailed	_____

In an effort to assist you with your Simmons Warranty Claim, answer the following questions as completely as possible. Attach a copy of your bill of sale and photographs of the mattress (without linens), foundation and the frame unit to this document and return these items to: **Banner Mattress Customer Service, 1501 E. Cooley Drive, Unit B, Colton, CA 93234 • Phone: 909-835-4216**

Name: \_\_\_\_\_

Telephone: \_\_\_\_\_ Day \_\_\_\_\_ Evening \_\_\_\_\_

Address: \_\_\_\_\_

City \_\_\_\_\_ St: \_\_\_\_\_ Zip: \_\_\_\_\_

Dealer: \_\_\_\_\_ Date of Purchase \_\_\_\_\_ Price: \_\_\_\_\_

To help identify your mattress and foundation look for these labels and copy the information available in the places indicated:

(EXAMPLE TRADE LABEL)

(EXAMPLE LAW TAG)

<b>UNDER PENALTY OF LAW THIS TAG NOT TO BE REMOVED EXCEPT BY THE CONSUMER ALL NEW MATERIAL</b>	
URETHANE FOAM 80% POLYESTER FIBER BATTING 20% INNERSPRING UNIT	
REG. NO. PA-26425 CA	
Certification is made by the manufacturer that the materials in this article are described in accordance with law.	
Made by: The Simmons Mattress Co., LLC 1700 PALMWAY DR. SHEPHERD, OR 96377-5628	
Date of Delivery Finished Size 64 x 79.5 Net WT of Filling Material 100# 34 000# 34 MADE IN USA	
THIS ARTICLE MEETS THE REQUIREMENTS OF CALIFORNIA BUREAU OF HOME FURNISHINGS TECHNICAL BULLETIN 603	

**Size: Mattress**

Twin (38 x 75)

Twin XL (38 x 80)

Full (54 x 75)

Full XL (54 x 80)

Queen (60 x 80)

Olympic® Queen (66 x 80)

California King (72 x 84)

Eastern King (78 x 80)

**Size: Foundation**

Standard

**MATTRESS:** Please explain your concern; mark diagram if applicable.

\_\_\_\_\_

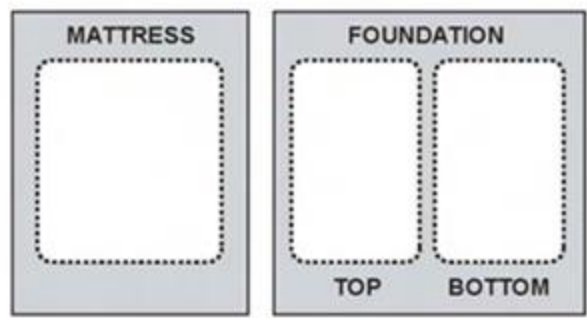
\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



If body impressions exist, measure the depression in an area where there is no stitching by placing a straight edge across the area and using a ruler to measure the depth of the depression on top of the quilting. Please note the depression amounts below, in inches.

**Two Sided Mattress:**

Label Side  
 Right \_\_\_\_\_ Left \_\_\_\_\_  
 Reverse Side  
 Right \_\_\_\_\_ Left \_\_\_\_\_  
 Foundation  
 Right \_\_\_\_\_ Left \_\_\_\_\_

**Single Sided Mattress:**

Label Side  
 Right \_\_\_\_\_ Left \_\_\_\_\_  
 Foundation  
 Right \_\_\_\_\_ Left \_\_\_\_\_

1. Is the mattress manufactured by Simmons? **Yes** **No**
2. Is the foundation manufactured by Simmons? **Yes** **No**
3. Does the foundation match the mattress? **Yes** **No**
4. Has either the mattress or foundation ever been replaced? **Yes** **No**
5. Is mattress stained or soiled in any way? **Yes** **No**  
 If Yes, describe the source and size of stains.

---

6. Is the foundation stained or soiled in any way? **Yes** **No**  
 If Yes, describe source and sizes of stains.

---

**FRAME / SUPPORT:**

Check which diagram best describes your frame.



If frame has slats, how many are present? \_\_\_\_\_

What type of slats? \_\_\_\_\_

Customer  
 Signature \_\_\_\_\_ Date \_\_\_\_\_

Checklist:  Warranty Claim Request  Bill of Sale  Photos  
(All items received become the sole property of Banner Bedding Company and will not be returned.)

For more detailed information, visit [www.simmons.com](http://www.simmons.com), keyword: Warranty Claim

# Warranty Card

## Product Warranty & Care Instructions

Simmons Bedding Company would like to thank you for your recent purchase of a Simmons® sleep system. With your selection you join millions of people around the world who have decided a superior mattress can make the difference in the quality of sleep they enjoy.

The bed you will sleep on tonight draws on nearly 135 years of manufacturing innovation, enhanced by sleep research first pioneered by Simmons in 1925. Simmons is committed to scientific design and testing of all its products, helping you to sleep soundly for years to come.

This warranty card applies to the following Simmons® products: Beautyrest®, Beautyrest® World Class®, Beautyrest® Exceptionale™, Beautyrest® World Class® Exceptionale™, BackCare Kids®, BackCare®, BackCare® Advanced™, DEEPSLEEP®

## **Mattress Care**

This exclusive Simmons® product is built with a new single-sided design. This bed does not have to be flipped to maintain warranty protection. Your new Better Sleep single-sided design mattress will have a different type of finish on the bottom than the top.

## **The following care instructions can help preserve warranty rights**

### **Do:**

- Do use a Simmons® foundation or a supportive, rigid, non-yielding foundation. An old foundation unit may not provide sufficient support. It may appear that your mattress is sagging when the problem may be due to a non-supportive foundation.
- Use only frames that provide a rigid center support as well as support for the head, foot, and sides for queen, split queen, Olympic® queen, king and California king size sets (as noted above). For any queen or king frame that does not have a metal center support, you must use at least 5 hardwood (i.e., oak or ash) slats (1" x 4"). By not providing a sufficient supportive frame, damage can occur to the product and your warranty will be invalid.\*
- Do use a quilted protector pad on your mattress at all times to avoid stains (including MoistureBan™ products).
- Do carton your mattress and carry it on its side when moving.
- If your Simmons® mattress was manufactured on or after July 1, 2007, it meets the requirements of the Federal Flammability Standard, 16 CFR 633, when your mattress is used alone or with the Simmons® foundation(s) as specified on the 1633 law label. If your mattress was manufactured in California between January 1, 2005 and July 1, 2007, or as otherwise noted on the law label, it meets the requirements of California's Technical Bulletin 603 when used with a Simmons® TB603- compliant foundation

### **Do not:**

- Do not remove the white law label or the model name label. These labels serve as a means of identification to establish your warranty rights.
- Do not bend or fold, stand or jump on product as damage can occur.
- Do not use cleaning fluids on your mattress; it may damage some of the materials.
- Do not smoke in bed or use open flames near the bed.

\* For all LivingRight™ Adjustable foundations, please see the LivingRight™ owner's assembly and operating manual for required support.

Protected by one or more of the following U.S. Patents: 4,986,518; 5,016,305; 5,165,125; 5,311,624; 5,499,414; 5,621,935; 5,940,908; 5,987,678; 6,098,224; 6,216,292; 6,243,900; 6,408,469; 6,519,798; 6,557,198; 6,678,905; 6,687,929; 6,760,940; 6,799,344; 6,804,849; 6,901,618; 6,944,899; 6,944,900; 7,047,581; 7,168,117; RE 36,142

## **Limited Warranty**

### **HOW CAN I GET SERVICE ON MY WARRANTY?**

Contact your original Simmons® dealer. If your original Simmons® dealer is no longer in business or you have moved outside the service area, please contact the Simmons Consumer Service Facility. Copy of original bill of sale is needed to determine original date of purchase. Model name label and law label must be attached to identify the bedding and validate this warranty.

### **WHAT IS COVERED?**

If you purchased a Simmons® mattress and use it with a foundation providing proper support, this warranty covers manufacturing defects in your Simmons mattress or foundation. Replacement of one piece does not automatically result in the replacement of the other piece. This limited warranty is provided only to the original purchaser.

### **HOW LONG IS THE COVERAGE PERIOD?**

The warranty coverage runs from the original date of purchase. Repair or replacement of the mattress or foundation does not extend its limited warranty or begin a new limited warranty period. Your warranty period is based on the code indicated on your white law label.

### **WHAT WILL SIMMONS DO?**

If your Simmons® mattress or foundation fails due to a manufacturing defect, the exclusive remedy under this warranty will be repair or replacement of the defective product in the U.S., Puerto Rico or U.S. Virgin Islands.

Simmons reserves the right to substitute comparable materials or models and does not guarantee that the replacement will match the existing piece.

This warranty gives you specific rights, and you may have other rights, which vary from state to state. This warranty is extended only to the original purchaser from Simmons Bedding Company or its authorized dealers.

## **YOUR RIGHTS UNDER STATE LAW:**

## **WHAT IS EXCLUDED UNDER THIS WARRANTY?**

This warranty does not apply to and excludes:

- Firmness preference of the product
- Normal body impression(s) of 1 1/2" or less\*
- Bed height/weight
- Cover (fabric)
- Bent border/grid wires
- Burns, stains or soil
- Mattresses not used with a proper foundation. Examples of proper support include:
  - Simmons® foundation or a supportive, rigid, non-yielding foundation. Queen, Olympic® queen, and king size must have sufficient center support.
  - The appropriate Simmons® adjustable foundation.
- Merchandise sold "as-is", "distressed" or "floor model/sample"
- Adjustable foundations (see the owner's manual for details on warranty coverage)
- For HealthSmart™ models, damage due to improper washing (including snags and discoloration)
- For HealthSmart™ models, shrinkage, so long as top can still be zipped on
- Claims made outside the 50 United States, Puerto Rico or U.S. Virgin Islands
- Transportation, inspection, or removal costs of product
- Simmons® product that is stained, soiled, or infested with vermin, even if defective. For health and safety reasons, Simmons may not be able to inspect these products to assess whether covered by the warranty, in which case, Simmons reserves the right to deny warranty coverage.

\* Please note that due to use of higher density foams and/or the use of space age memory foam technology in some models, the recovery time may take up to 4 hours. However, normal increase in softness or a decrease in the recovery feature due to normal use, temperature, or humidity is excluded under this warranty.

The duration of any applicable implied warranties, including but not limited to the implied warranties of merchantability and fitness, shall not exceed the term of this limited warranty\*\*. Simmons shall not be liable for incidental or consequential damages that result from the use of your Simmons product\*\*\*. No expressed or implied warranties are extended to persons who purchase the product from anyone other than Simmons Bedding Company or its authorized dealers, and all warranties to such persons, including the implied warranties of merchantability and fitness, are hereby excluded.

(i) Simmons foundation or a supportive, rigid non-yielding foundation. Queen, Olympic® Queen, and King size must have sufficient center support.

(ii) The appropriate Simmons' adjustable foundation.

\*\* Some states do not allow limitations on how long an implied warranty lasts, so the above limitations may not apply to you.

\*\*\* Some states do not allow the exclusion or limitation of incidental or consequential, so the above limitations may not apply to you.

For warranty assistance or other product correspondence, please contact your Authorized Dealer, or: 1900 Beaver Ridge Circle, Norcross, GA 30071 toll-free (877) 399-9397 fax (770) 613-8575 [www.Simmons.com](http://www.Simmons.com)

© 2007 SIMMONS BEDDING COMPANY

805.12007 ◆ Revised 04/07

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.