



**Dear Valued Restwell Customer,**

Thank you for contacting Restwell Sleep Products. Restwell Sleep Products warrants that its sleep sets will be free from defects in material and workmanship as described in the Service Policy and Mattress Care Brochure. It is Restwell Sleep Products' policy to deal efficiently with any customer complaint or concern which results from a Restwell Product failure.

Many problems can be resolved by use of the solutions below. Please read the "Nature of Problem and Possible Solutions" page before filling out and submitting the following Customer Service Request Form.

### **Nature of Problem and Possible Solutions**

#### **Body Impressions**

Body impressions are a natural occurrence on a mattress, not a manufacturing defect. Body impressions less than 1 ½" in depth are within acceptable industry standards. These can be minimized with proper rotation. A 2-sided mattress is to be rotated head to toe after the first two weeks, and then flipped after another two week period. Continue this sequence for the first 3 months, then once a month thereafter. A Never Turn mattress should be rotated head to toe every 2 weeks for the first 3 months; once per month thereafter.

#### **Sag**

A sagging mattress can be a result of several factors. A mattress is designed for full performance when used in conjunction with a matching foundation. An old foundation may not provide sufficient support, causing a mattress to sag, making it appear that the problem is with the mattress. Inadequate centre support from the bed frame can also contribute to sag or "roll together" feeling. Queen or King sized set must be placed on an approved bed frame with rigid centre support (legs extending from the middle of the frame. Mattresses that are supported by an approved platform base such as a captain's bed or waterbed replacement are acceptable).

#### **Comfort**

The Restwell warranty does not cover comfort preferences. Some retailers offer a comfort guarantee for a limited period of time after purchase.

#### **Odour**

As all of Restwell products are made to order with new raw materials, you may experience a new material odour for the first two weeks (approx). This odour can be reduced by removing the bedding from the mattress daily and standing the mattress on its side – this will allow the mattress to air out. Opening windows or turning on a fan will circulate the air in the bedroom will further reducing the new material smell.

#### **Squeaks or Noise**

Noise commonly originates from bed frames, and head/ footboards. To determine what is producing the noise, first remove the mattress and foundation from the frame, Check the frame by pushing down in several locations to locate the noise. If the noise cannot be located, replace the foundation on the frame and repeat the test. Finally, replace the mattress and repeat the test. Note that Continuous coil mattresses do produce minimal amounts of noise; this is normal for this coil technology. Therefore, this is not a manufacturing defect and is not claimable.

#### **King Ridge**

This is the ridge/hump that forms in the middle of the mattress, common on queen and king mattresses. This is a result of the entire sleep surface not being utilized. Turning or rotating the mattress frequently can help even out the sleep surface.

If none solutions on the previous page address your situation, please make a photocopy of your proof of purchase (Store Invoice or receipt) and submit this with the Customer Service Request Form which follows. Proof of purchase is required for the bed to be covered by our 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 Sleep Products 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-rated usage charge. You are responsible to arrange transportation to and from the Restwell Mattress factory. Any applicable costs to these arrangements are your responsibility.

Under the warranty guidelines, expect bedding of equal or better quality if identical materials are not available. There is no guarantee that your repaired or replaced product will have the same ticking (fabric). Should a mattress require replacement, identical construction to your current mattress may not be possible, especially if your mattress is several years old.

**Restwell Sleep Products does reserve the right to refuse service and void the warranty if the mattress and/or foundation is found to be in an unsanitary, stained condition, abused, or damaged through accident or neglect. Restwell Sleep Products does not warrant that this product is suitable for any person's medical condition. Restwell Sleep Products does not authorize any person to create for it any other obligation or liability in connection with product warranty. We cannot inspect, repair or replace product until it is returned to our factory.**

Please submit this Customer Service Request Form completed and signed, along with proof of purchase, and supporting photographs. We may receive information via e-mail, fax or mail.

**Restwell Sleep Products**  
Warranty and Returns Department  
14922 54A Avenue  
Surrey, B.C. V3S 5X7  
Fax: 604-576-6637  
Toll Free Phone: 1-888-665-1112  
[customerservice@restwell.com](mailto:customerservice@restwell.com)

It is recommended you keep a copy, once you complete the below form, for your records.

**Photographs of all sleeping components (mattress, foundation and frame) MUST be submitted with your claim.** Photos may be submitted in the form of digital, cell phone or printed. Digital and phone photos can be sent directly to: [customerservice@restwell.com](mailto:customerservice@restwell.com)

#### **CUSTOMER SERVICE REQUEST FORM**

Please PRINT when giving your answers and details. All questions and information must be filled in for your request for service to be processed fully and without delay.

Name (What your claim will be filed under):

Daytime Telephone:

Email Address:

Do we contact you by e-mail or telephone?

Address

City:

Province or State:

Postal Code:

Dealer Name & Location



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

If yes, please tell us what you use:

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, when was the date of the move?

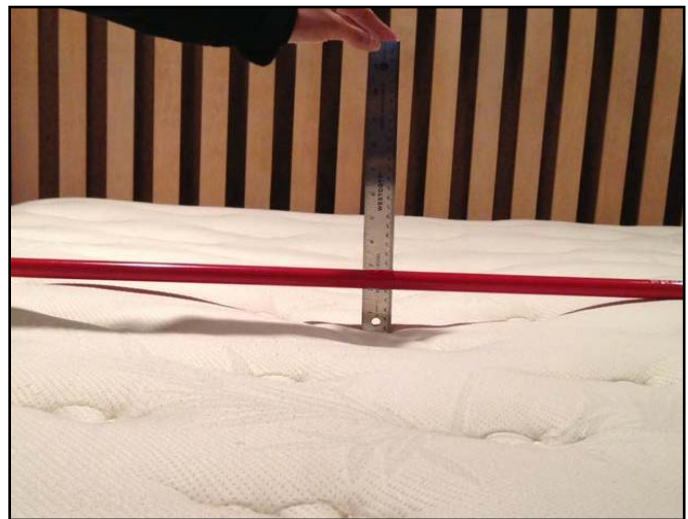
Have you submitted a claim with Restwell before? Yes No  
If yes, what claim number (ex: CA1234) or last name it was opened under?

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?

Please use the space below to tell us to the best of your ability what you are encountering and what you are claiming for. 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 a body impression, please fill in the measurements spaces below. To accurately produce an impression measurement, first remove all of your bedding (pillows, blankets). Lay a long straight edge (a mop handle, without a head piece, or hockey stick for example) across the impressions. Both ends of this edge must contact the surface. If you see any valleys under the straight edge (not including the natural quilting if the mattress has any), insert a measuring device into the deepest point behind the straight edge to show the depth of the sag. Ensure the photographs show a legible measurement, free of applied pressure and starts at the bottom of the sag. The straight edge cannot be propped up, held or lifted to help achieve a desired measurement. Photographs not taken this way will not help support a claim for body impressions or sagging. Warranty claims for impressions/sagging must include photographs showing measurements this way.



In inches: Mattress (Side 1):

Flipped over (Side 2):

Base (remove mattress):

**BED FRAME**

Have you checked your bed frame for defects?	Yes	No
What is your bed frame made of?	Wood	Metal
If you use a wood frame, are there any cross slats? If yes, how many?	Yes	No
If you have a Queen, King or California King sized mattress: Does your frame have legs that extend to the floor? Are they attached to cross slats or a centre bar? If you use a metal frame, how many bed legs extend to the floor?		How many Legs?

I represent that the information above is accurate and complete to the best of my knowledge. At no time have I abused my mattress and/or boxspring by standing, walking or jumping on either piece, and I have followed the Do's and Don'ts for bedding care found within the Service Policy and Mattress Care brochure.

**Signature:**  **Date:**

Thank you for filling out this form. Your request will be evaluated and you will be contacted. Please keep a completed copy for your own records and submit the form, along with proof of purchase and photos, to:

**Restwell Sleep Products**  
Warranty and Returns Department  
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Surrey, B.C. V3S 5X7  
Fax: 604-576-6637  
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