

SSB Warranty Check list

Items Needed to Process:

Please ensure the following item are included with each warranty submission. It will assure the review process runs smoothly and a timely determination can be made.

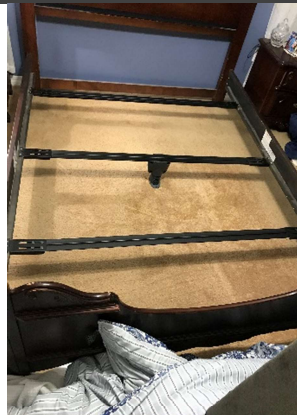
Pictures



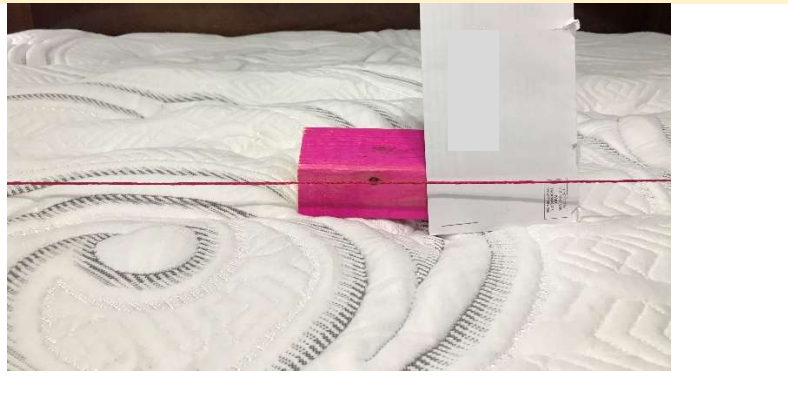
Lawtag: Name of Bed, item # & bed # (begins with "m")



Unmade Mattress, showing entire mattress & straight edge (Straight edge required if sagging is issue) Picture above is string with washer tied to each end an 2x4. Broom handles work as well.



Frame or Rails



Unmade Close up shot (Straight edge and ruler or block required if sagging) Note a straight edge alone does not provide sufficient clarity to make a determination.

Other Items needed:

- Picture of foundation if not purchased as set
- Full description of the issue
- Copy of Sales invoice – verifying product not sold “as is” (i.e. Floor sample) and verifying original purchaser