

## Service Request Options

Please review the following descriptions to determine whether your service request is a **Warranty Claim** or a **Comfort Modification Request**. It is important to note that either option is subject to the mattress being free of stains, soiling, or dirt.

**\*Include a picture of the entire mattress, as placed on its existing bed or frame, with all bedding removed.**

**\*\*Transportation costs for either a Warranty Claim OR a Comfort Modification Request will be at the expense of the purchaser.**

**A Warranty Claim repair will return the mattress to near its original comfort and firmness levels. Do not choose a Warranty Claim Form if you are having comfort issues with your mattress, which requires a Comfort Modification Form.**

Once any mattress has been repaired or modified, the initial feel will be firmer - due to the fabric and materials being pulled taut during reconstruction. Upon the return of your mattress, you should rotate it every other week for the first two months (as shown on the warranty card) to "break it in" evenly and extend its comfort and support life.

**Warranty Claim Form** - A request to have your mattress serviced because of faulty workmanship or structural defects.

**\*\*This will not change the overall comfort or firmness of the mattress. [Click here for a Warranty Claim Form.](#)**

**Items covered may include:**

Mattress

- Coils or wires are loose or broken
- Coils or wires protrude or rip through the fabric
- Permanent body impressions of 1 ½" or greater  
(See illustration below for measuring instructions.)

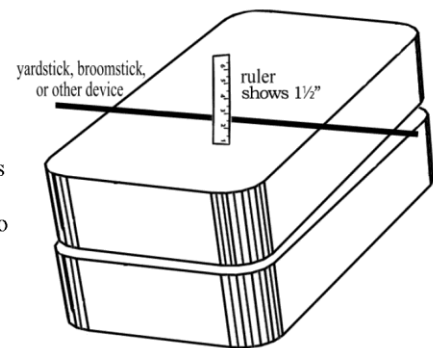
Foundation

- Splits in the wood frame
- Squeaks, rattles, or noises
- Bent, loose, or defective beams or parts

**How to measure body impressions:**

*(Note: Do not sit on mattress when measuring.)*

1. Remove all blankets, sheets and mattress pads before measuring.
2. Place a yardstick or broomstick across the location of body impression(s), (the hip area is usually the deepest.)
3. Using a ruler, measure the depth of the impression from the deepest point of mattress surface to the bottom edge of the yardstick.
4. Measure from the center of quilt pattern, **not in the seam near the quilting thread**, so that your measurement will be accurate.
5. If you have a two sided mattress, please take and list measurements from both sides of the mattresses.



**Items not covered include:**

- |   |   |
|---|---|
| <ul style="list-style-type: none"> <li>• Comfort preference</li> <li>• Bed height</li> <li>• Normal wear, including softening</li> <li>• Sheet fit</li> <li>• Border wires bent due to moving or bending the mattress</li> <li>• Replacement of "other" piece of sleep set, unless defective</li> </ul> | <ul style="list-style-type: none"> <li>• Transportation costs</li> <li>• Mattress fabric (including stains, soiling or burns)</li> <li>• Structural damage from improper support</li> <li>• Mattress damage due to inappropriate foundation</li> <li>• Damage due to abuse</li> <li>• Permanent body impressions, crowning, etc. <b>less than 1 ½"</b></li> </ul> |
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**Comfort Modification Request Form** - A request to have your mattress altered due to comfort issues.

**[Click here for a Comfort Modification Request Form.](#)**

**A waterproof mattress protector must have been purchased along with your set, to qualify for a comfort modification request. This one-time service is offered to the original purchaser only & applies to clean mattresses less than 3 years old.**

- Each Bowles Mattress Series utilizes various spring systems and performance materials that have been tested to meet Federal Flammability Standards. Your modification choice must be in the same series as the original purchase to comply.
- First, you will be asked to visit the Bowles Retail Store where you made your original purchase.
- The Retail Sales Associate will show you the *mattress modification options available to your specific mattress*. Please be prepared to spend an adequate amount of time testing the mattress options available, before making your choice.
- **The cost of this service will be based on the time & materials required to complete the reconfiguration of your mattress.**
- **You will be advised of the fee prior to your mattress modification.**

*This offer excludes: floor models, custom sizes, discontinued models, prototypes, mattresses without 10-yr warranties, mattresses not purchased from an authorized Bowles Retail Store, or to anyone other than the original purchaser.*

**\* Please choose the correct form to expedite your service request & avoid unnecessary delays. If you have defects requiring a Warranty Claim, but you want a comfort modification as well, you will need to attach both completed forms, and meet all criteria. \***