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## **INSTRUCTIONS FOR COMPLETING CONSUMER SERVICE REQUEST FORM & TAKING PHOTOS OF YOUR BEDDING.**

1. Strip the mattress of all bed linens and mattress covers.
2. Take a picture of the satin label on the mattress surface **and** of the “law tag” stitched to the border of the mattress.
3. Take a photo from both sides of the mattress with the camera lens at eye level.
4. Stand at the foot of the bed and take a photo of the entire surface of the mattress.
5. **To measure sagging or body impressions place a straight, level item (such as a broomstick, board or curtain rod) horizontally on the surface of the mattress. The stick should reach from one side of the mattress to the other. Place a ruler vertically at the point where the distance between the stick and the bedding is the greatest. Do not place the ruler into the depression created by the tufting; this is not a defect. Take a picture where the board and ruler cross so that we may see the depth of the sag or depression. Do this even if you don't think your bedding is sagging.**
6. Remove the mattress from the box spring and press down against the springs to determine if any of the coils have collapsed, are broken or are protruding. If you have a foundation, feel along the wood slats to determine if any are broken or cracked. Take a picture of the box spring or foundation showing any fault. Remove the dust cover to show broken slats. Take a photo of the law tag on the box spring/foundation.
7. **Take the box spring or foundation completely off the frame. Stand at the foot of the frame and take a picture of it so that we can see the entire frame, including all legs supporting additional supporting bars or slats.**
8. Take a picture of any other part of the bedding for which the claim is being submitted if the other pictures do not capture it.
9. **If your bedding is noisy, you must check mattress, box spring or foundation and frame separately, to determine which is noisy. Record your finding on the form.**
10. If your complaint is about workmanship/tailoring (i.e.: stitching is unraveling), record this on the form.
11. If you do not own a camera, please purchase a disposable camera, take the photos and send the camera to us. We will develop the photos here, at our expense.
12. Send photos to us at [warranty@paramountsleep.com](mailto:warranty@paramountsleep.com)