



WARRANTY CLAIM FORM

Return to:
LADY AMERICANA
3920 W. I-40 Service Road
Oklahoma City, OK 73108

Toll-Free: 1-800-597-5191
www.ladyamericana.com

CUSTOMER INFORMATION (All fields required)

Date: _____

Name: _____ Address: _____
 City: _____ State: _____ Zip: _____
 Primary Tel: _____ Secondary Tel: _____ e-mail _____
 Date of purchase: _____ Dealer Name: _____
 City: _____ State: _____ Zip: _____

MATTRESS INFORMATION

Model Purchased: _____ Size: _____ Registry Number: _____ Manufacture Date: _____

(Please refer to law tag example below to find Registry number and Manufacture Date info on your mattress)

FOUNDATION INFORMATION

Model: _____

BED FRAME INFORMATION

Type: Metal Bed Frame Wood Side Rails Platform Solid Surface Adjustable Base
 Other, please describe: _____

Do you use boards or other flat objects in between your mattress and foundation to increase the mattress firmness? Yes No

If yes, please describe: _____

CLAIM INFORMATION

Please describe the nature of product failure: _____

(Please continue on backside if needed)

Has Lady Americana replaced an item before under this warranty claim? Mattress: Yes No. Foundation: Yes No

If yes, please indicate the date and for what reason: _____

If yes, please indicate the model name and date of purchase of original bed: _____

Please use these diagrams to indicate where you are having an issue with your bedding:

Mattress:

Foundation:

Bed Frame:

Please also indicate locations of frame supports and legs. (Queen and King sets must have center support legs.)

LAW TAG: Below is an example of a Lady Americana Law Tag. This tag is placed on every mattress and foundation manufactured. This information is vital to properly identify your purchase.

UNDER PENALTY OF LAW THIS TAG NOT TO BE REMOVED EXCEPT BY THE CONSUMER		Manufactured by: Lady Americana SW 3820 W. I-40 Service Rd. Oklahoma City, OK 73108 (405) 947-6700
ALL NEW MATERIAL CONSISTING OF PF 7% UF 93%	REG: OK 799	Date of Manufacture: Model: 338602-1070 Prototype ID: 0007.8 0007-1.8
Certification is made by the manufacturer that the materials in the article are described in accordance with the law.		Based on the strict application of a Quality Assurance Program and record keeping that includes product inspection and testing at the above manufacturing site on or about the manufacturing date above, this mattress is CERTIFIED as to complying with the requirements of 16 CFR 1632 and 16 CFR 1633 when used with foundation(s) 338500.
Gold Soft Box Top 338602-1070 / 1861694 08/24/2010	Made by Lady Americana SW 3820 W. I-40 Service Rd. Oklahoma City, OK 73108	Contact Document Controller: Phone: 405-951-2724 Email: Doccontroller@ladyamericana.com THIS MATTRESS IS INTENDED TO BE USED WITH FOUNDATION(S) 338500

Registry number
Manufacture Date



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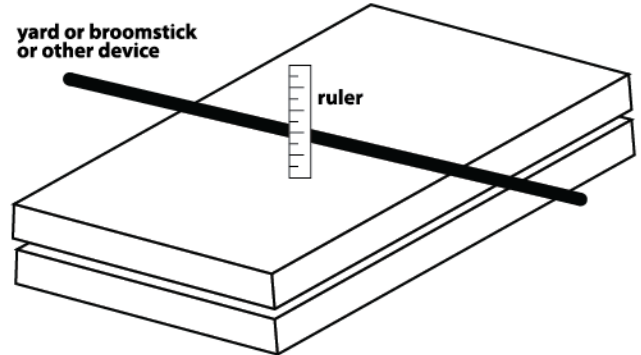
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HOW TO MEASURE BODY IMPRESSIONS:

1. Remove blankets, sheets and mattress pad before measuring.
2. Place yardstick or broomstick across the location of body impression(s), (the hip area is usually deepest)
3. Using a ruler, measure the depth of impression from deepest point of mattress surface to the edge of the yardstick.
4. Measure from the center of padded area of quilting, not the seams of the quilting threads, so that measurement will be accurate.
5. It is best if you place a piece of paper on the bed to measure to.

Please take measurements from top surface of mattress, then flip mattress (if you have a two-sided bed) and measure again. Please note these measurements in the diagrams above. These accurate measurements will enable us to process your claim efficiently.



ADDITIONAL REQUIRED DOCUMENTATION:

Since an in-home inspection cannot be made, five photos are required: 1. the frame the bed sits on; 2. box spring; 3. top mattress; 4. two photos of the defect. If the defect is a body impression, you **MUST** show the actual depth of the impression in your photo. No decision can be made without the required photos.

The Lady Americana warranty does NOT cover items such as, but not limited to:

- bedding sold "as-is"
- bedding height
- bent perimeter border rods due to moving or bending the sleep set
- fabric stains, soiling, tears, burns, or fluid penetration
- replacement of another piece of sleep set, unless also defective
- transportation costs
- body impressions less than 1 1/2"
- sagging less than 1 1/2"
- mattress damage due to abuse or inappropriate foundation
- sheet fit
- comfort preference corner guards
- cover

PLEASE NOTE:

The cost of transporting the bedding products is the sole responsibility of the consumer. This is stated in the warranty guide received upon purchase of your Lady Americana sleep set.

IMPORTANT:

If bedding is soiled or stained in any manner, it is considered to be in an unsanitary condition. The warranty is therefore VOID and we cannot proceed with the claim.

Please verify by your signature that there are no stains or soiling on the bedding.

Claimant signature: _____

A COPY OF THE PROOF OF PURCHASE IS REQUIRED TO PROCESS A WARRANTY CLAIM.

Claimant signature: _____