

Manufacturer's Warranty Claim Form

Phone : 1.888.963.5569

Send this form to : support@mellow-home.com

Thank you for choosing to furnish your home with Mellow! We are truly sorry if you are experiencing any difficulty with our products. Though we try our best to provide the highest quality possible, we understand that, once in a very long while, a product may have a manufacturing defect and qualify to be replaced under warranty. After reviewing our warranty guidelines, if you find the product is covered, please complete and send the forms, along with pictures of the defect.

This warranty may only be claimed by the original purchaser for products purchased from MELLOW as a new product.

MELLOW branded **mattresses** come with a 10-year warranty, **bed frames** excluding our adjustable beds come with a 5-year warranty, **adjustable beds** come with a 2-year warranty for electrical components and 5-year warranty for the metal frame, memory foam **toppers** come with a 3-year warranty, **box springs** come with a 5-year warranty and **sofas, love seats, armchairs, ottomans, and tables** come with a 1-year warranty against manufacturing defects.

Warranty coverage begins on the date of purchase and will only apply to registered products. The warranty period does not get extended from the original purchase date if replacement parts are required. The entire warranty process may take up to 4 - 6 weeks to be completed and covers only the product, not including any cost associated with transportation, inspection or removal of products. Please dispose of the defective products at your discretion.

If a product fails due to manufacturing defects, MELLOW will repair or replace it at its discretion and reserves the right to substitute comparable materials or models. MELLOW does not guarantee that the replacement part will match the existing piece or product.

10-Year Mattress Warranty

Once your product is deemed defective, we will offer the following remedies corresponding to the time period of your warranty.

In year 1 of your warranty, we will send you a new mattress at no charge.

In years 2-4, we will replace your mattress at a 30% cost of the original price.

In years 5-7, we will replace your mattress for 50% of the original price.

In years 8-10, we will replace your mattress for 75% of the original price.

The costs for your mattress replacements will be invoiced to you separately. You may keep your original mattress or donate it at your discretion.

Following items are **NOT** covered by warranty:

- Outer cover
- Wear and tear; seams coming apart from usage overtime
- Comfort preference, normal changes in softness or resilience (including impressions, sagging less than 1.5 inches in depth)
- Overall height changes over time after use (less than 1 inch)
- Bent perimeter border rods due to moving or bending the sleep set
- Misuse or improper maintenance, including use with a wooden plank base
- Stains, soiling, tears, burns or fluid penetration
- Replacement of another piece of sleep set, unless also defective
- Damage resulting from transit or handling
- Noise created by the product
- Prior claim processed

If it is determined that an indentation is caused by misuse, abuse or factors other than a product defect, this warranty will not be applicable.

IMPORTANT :

If your product is soiled or stained in any matter, 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 your product.

Claimant Signature : _____

We appreciate your time and patience as you work with us during the claim process. Please send your completed and signed Warranty Claim Form and pictures of the defect to: support@mellow-home.com with the subject of: Warranty claim form submission.



M E L L O W Warranty Claim Form

All fields are required. Please print only.

Claim # (For Quality Control Use Only): _____

Name (First and Last) : _____

Shipping Address : _____ City : _____ State : _____

ZIP : _____ Primary Tel : _____ E-mail : _____

Purchased Website : _____ Order Number : _____

Item Model Number : _____ Original Date of Purchase : ____/____/____

Have you filed a warranty before? Yes No If yes, when? ____/____/____

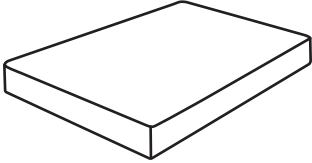

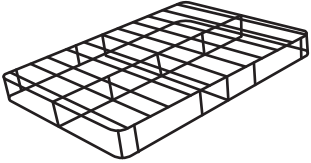

I am experiencing an issue with my Mattress Bed Frame Topper

Box Spring Sofa/Loveseat/Armchair Ottoman Table

Defect Reasons : Sagging Protruding wire Broken or loose slats Other

Please describe your concern. Be as specific as possible. (Print Only)

If applicable, please use the diagram that most closely matches your product to indicate where you are having any issue(s).

Mattress/ Mattress Topper 	Platform Bed 	Box Spring 	Sofa/Loveseat/Armchair 
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Photograph Instructions

General Defects

Since an in-home inspection cannot be made, pictures of the defect are required. The warranty cannot be claimed if pictures do not clearly show the defect. We may request additional pictures to better assist you.

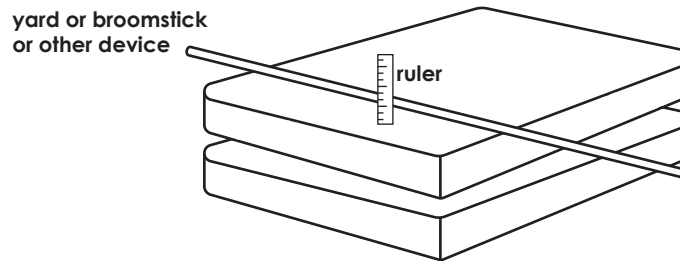
Please send as many pictures as you feel necessary to properly illustrate your concerns. At a minimum, you should include pictures of the following:

- Product fully shown without any accessories, linens or mattress pads/covers
- Mattress and/or topper clearly showing any measurement or area(s) of concern
- Box spring clearly showing any measurement or area(s) of concern
- Frame clearly showing support legs, slats and rails
- Law tags of the mattress and/or box spring you are claiming warranty for

Body Impressions

In addition to the pictures mentioned above, if your mattress has large body impressions, please measure the deepest one in the following manner:

1. Place your mattress on the floor or an evenly flat surface.
2. Place a yardstick or straight pole across the bed.
3. Place the end of a ruler in the deepest point, making sure that it touches the surface of the mattress, but does not add to the impression.
4. Take pictures showing the impression with the ruler.
5. Note the depth in inches.



I represent that the information above is accurate and complete to the best of my knowledge.

Signature : _____

Date : ____ / ____ / ____

