

Mattress Warranty

Serta Warranty Information

Please print this form and mail the completed form and pictures to:

Colder's

Attn: Serta Warranty Claims

333 S HWY 10

West Allis WI 53214

Colder's will submit the forms to Serta for review. Serta requires 3-4 business days to process your claim. Serta will notify you of your claim status. **Claims cannot be processed without proper pictures.** See The Measurement instructions Video at www.colders.com/BeddingWarrantyClaim/ for details. All linens must be removed from the mattress for pictures.

Required Fields are marked with an *

File a Claim

First Name: * _____

Last Name: * _____

Address: * _____

City: * _____

State: * _____

Zip: * _____

Phone: * _____

Email: * _____

Sales Information

Sales Order #: * _____
(located on Sales Order)

Manufactured Date: * _____

Model #: * _____

Name of Bed: * _____

Warranty Code: * _____

(usually found on the bottom of the law tag - e.g., W8)



Mattress Information

Select one of the following

- Twin
- Twin Xtra Long
- Full
- Queen (1 Foundation)
- Queen (Split Box)
- King (76x80) (Split Box)
- California King (72x84) (Split Box)

Select one of the following

- Firm (FM)
- Plush (PS)
- Pillow Top (PT)
- Ultra Cushion Top (UCT)
- Mega Euro Top (MET)
- Plush-Euro Top (PS-ET)
- Plush-Super Pillow Top (PS-SPT)
- Cushion Firm (CF)
- Euro-Top (ET)
- Super Pillow Top (SPT)
- Super Pillow Top-Soft (SPT-S)
- Super Pillow Top-Firm (SPT-F)

What type of box spring do you have:

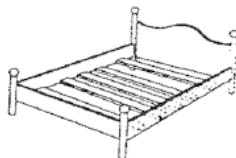
- 6" height
- 9" height

What is the condition of your box spring:

- Good
- Other - please explain:

What type of Frame do you have:

- Center Support with Legs
How many legs:
- Slats
How many slats:
- Other Frame Type
(please explain)



Select all conditions that may apply to your mattress and any additional comments

- Stains
- Torn
- Quilt Stitching
- Tape Edge Unsovn
- Dips of Bends around Perimeter
- Coil/Wire Out
- Impressions
- Other (please explain)

Image Information

Claims cannot be processed without proper pictures. See the Measurement Instructions Video at <http://www.colders.com/BeddingWarrantyClaim/>

Image 1: A wide shot of the top of the mattress

Image 2: A wide shot of the mattress with the measuring equipment in place

Image 3: A close up showing the measurement

How to Measure:

Materials Needed:

- String longer than the mattress is wide
- Weights to tie each end of the string
- Ruler
- 1.5 inch thick piece of wood

Sagging mattress: use a string with a weight tied to each end.

- 1) place the piece of wood in the sagging area
- 2) drape the weighted string across the center of the sag w/ the wood in place
- 3) Take a close up photo of the block and string on the bed and wide shot

Bulging mattress: You will need the wood block and a ruler

- 1) Place the block against the side of the mattress under the sagging area.
- 2) Place a ruler against the sag and over the block to measure the sag.
- 3) Take a close up picture of the measurement

