

# WARRANTY SERVICE FORM

Please fill out and return with a copy of your original purchase receipt.

In an effort to assist you with your Warranty Claim, answer the following questions as completely as possible. **Attach a copy of your bill of sale and photographs of the mattress (without linens), foundation, and the frame and return these items to: FXI - [AuburnCustService@fxi.com](mailto:AuburnCustService@fxi.com)**

If the Warranty Claim Form is not fully completed (including photographs), it cannot be processed.

Customer Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Contact Number: (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_ Alternate Number: (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

Date Purchased: \_\_\_\_\_ Store Name: \_\_\_\_\_ Price: \$ \_\_\_\_\_

To help identify your mattress and foundation, look for these labels and copy the information available in the places identified.

**Under Penalty of Law This Tag Not To Be Removed Except By The Consumer**  
**ALL NEW MATERIAL**  
consisting of  
 Viscoelastic Polyurethane Foam 47.06  
 % Polyurethane Foam 52.94%  
 REG. NO. UT-2263 (IN)

Certification is made by the manufacturer that the materials in this article are described in accordance with law.

**SOLD BY:**  
 FXI  
 2211 South Wayne St.  
 Auburn In 46706

Date of Delivery:  
 Finished Size 80in(L) x 38in(w) x 12in(H)  
 Net weight of filling mat: 44.88lbs

Outer cover: Top 44% polypropylene  
 27% Rayon /17% Spandex/ 12%Polyester  
 Side Border 100% Polyester  
 Bottom 77% Polyester/ 23% Acrylic

Federal Requirement: RN# 129151  
 Foam made in U.S.A  
 Cover made in U.S.A

Manufactured By:  
 FXI  
 2211 South Wayne St.  
 Auburn, IN 46706

Date of Manufacture:

Model: FA12R  
 Prototype ID: 1096AR12

This mattress meets the requirements of 16 CFR 1633 (Federal Flammability (open flame) standard for mattress sets) When used without a foundation.

### Law Tag Information:

Company: \_\_\_\_\_

Size: \_\_\_\_\_

Date of Manufacture: \_\_\_\_\_

Model: \_\_\_\_\_

Date of Manufacture: \_\_\_\_\_

Company: \_\_\_\_\_

Foundation ID: \_\_\_\_\_

08209890

**UNDER PENALTY OF LAW THIS TAG NOT TO BE REMOVED EXCEPT BY CONSUMER**

**ALL NEW MATERIAL**  
 CONSISTING OF  
 WOOD FRAME 100%  
 REGISTRATION NO NC927

Certification is made by manufacturer that the materials in this article are described in accordance with law

**SOLD BY FXI, INC**  
 1400 N PROVIDENCE RD.  
 SUITE 2000  
 MEDIA PA, 19063-2076

Finished Size 76.5x15.13 Net Weight Filling Materials:

Date of Delivery

**GRAY VALEO FOUNDATION Q**  
 ITEM ID: CLTNGRQ WC:  
 RUN# ORDER:  
 SN: 05950290

Manufactured by:  
 Carolina Mattress, Guild, Inc  
 385 North Dr.  
 Thomasville, NC 27360

Date of Manufacture:  
 Model: CLTNGRQ  
 Prototype ID:  
 KD

**Foundation ID: KD**

### Frame/Support:

Check which diagram best describes your frame:



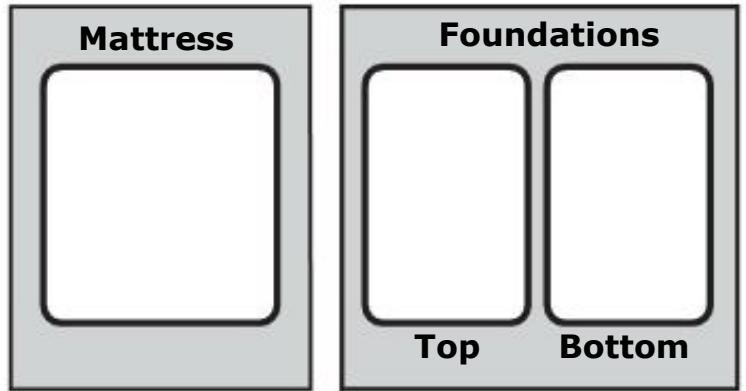
Mattress: Please explain your concern;  
Mark diagram if applicable:

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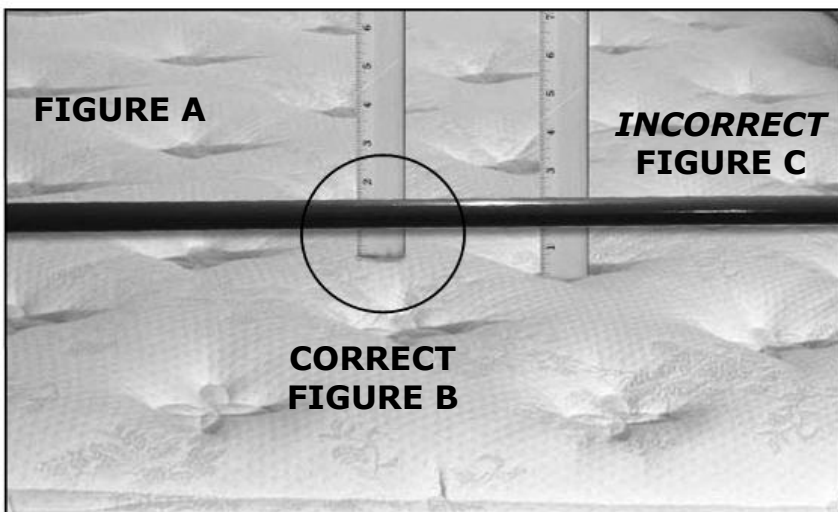


**IF YOUR CONCERNS ARE BODY IMPRESSIONS:**

**Note: If slight comfort impressions appear on your mattress, this is normal. The body conforming foam and comfort cushioning materials are beginning to work with you. The impressions are caused by the settling of these materials as they contour to your body to provide support where you need it the most. These comfort impressions are not indicative of structural failure.**

How to measure body impressions/sagging:

1. Place a yard stick or broomstick across the location of the body impression (Figure A).
2. Using a ruler, measure the depth of the impression from the deepest point of the mattress surface to the edge of the yardstick (Figure B).
3. Measure from the center padded area of the quilting, NOT in the center of the quilting seams (Figure C), so the measurements will be accurate.
4. Please take measurements from top surface of mattress. Notice that measurements are not taken in the quilting.
5. **Four** photos need to be taken, **one** up close (see below) and **one** 3-4 feet away showing the mattress measurements as shown below. **One** picture of the current foundation, and **one** picture of the Bed Frame, with no mattress or foundation on the frame.
6. Note that the measurement pictures must be taken when the mattress is in a normal state of rest, with no items or person(s) on the mattress.



Please note the depression amounts below in inches.

**Single Sided Mattress:**

Label Side

Right: \_\_\_\_\_

Left: \_\_\_\_\_

**Please list any other issues:**

Foam Exposed:            Yes    No                                  Zippered Cover broken:    Yes    No

Noise\*\*in Mattress:    Yes    No                                  Noise\*\*in Foundation:    Yes    No

\* Squeaks and other noises commonly originate from either the bed frame or headboard. Remove your bedding from the frame and check the frame and headboard for noise. If you are unable to locate the noise, check the foundation and the mattress separately. This should identify the source of the noise.

Delivery Damage, please give details: \_\_\_\_\_

\_\_\_\_\_

Other Notes: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Additional Information:**

- 1. Is the mattress manufactured by FXI or Anatomic Global?    **Yes    No**
- 2. Is the foundation manufactured by Anatomic Global or FXI?    **Yes    No**
  - a. If No, who? \_\_\_\_\_
- 3. Does the foundation match the mattress?    **Yes    No**
- 4. Has either the mattress or foundation ever been replaced?    **Yes    No**
- 5. Does your foundation have a center support to the floor?    **Yes    No**
- 6. Is the mattress stained or soiled\* in any way?    **Yes    No**

If yes, describe the source and size of stains.

\_\_\_\_\_

- 7. Is the foundation stained or soiled\* in any way?    **Yes    No**

If yes, describe the source and size of stains.

\_\_\_\_\_

- 8. Please attach (email pictures -4) and copy of sales receipt.

\*NOTE: Any soiling/staining of the mattress or box spring voids the warranty service process. The bedding must be in sanitary condition.