

If you are unable to perform the duties listed below, please send us an email and we will schedule an appointment for a team of trained technicians to visit your home to complete the inspection for you.

***Please note that any staining or soiling could immediately void all manufacture's warranties; you must have your law tag attached to your mattress and box spring(s). Furthermore, all deliveries will be subject to a delivery charge.***

In order to do an at home inspection you will need the following items:

- Digital camera
- Valid e-mail address
- String, yarn, twine etc.
- Measuring device ex: ruler, tape measure

It is helpful to have two people when conducting an at home inspection

To inspect your mattress/ box spring(s)

- **Take a photo of your original receipt**
  - This is your proof of purchase to be submitted to the manufacturer
- Remove all bedding for your mattress including any protectors
  - **Take a photo of the entire mattresses surface**
  - **Take a photo of the law tag of your mattress**
  - **Take a photo the "silk label" tag on your mattress**
- Lay a piece of string taunt across the mattresses surface from one end to the other
  - If you have two people tie a weight to one end of the string and have one person pull the other end of the string
- Measure the depth of the indentation of your mattress.
  - Please note measurement cannot be taken in the sew pattern (the sew pattern is where the manufacturer sews the material together and the mattress naturally is indented)
  - Place your measuring device in front of your string
  - Do not apply any pressure to the measuring device

- **Take an up close photo of the indentation**
  - Please note that indentations must reach or exceed 1 ½” for any latex or innerspring mattresses. All memory foam mattresses must reach or exceed ¾”
- **Take a faraway photo of the indentation showing the string across the surface of the mattress** (showing both ends of the string touching the mattress along with the measurement)
- If you have box spring(s) remove the mattress from your box spring(s).
  - **Take a photo of your box spring(s)**
  - **Take a photo of the law tag on your box spring(s)**
- Remove your box spring(s) from your bed frame. If you do not have box springs remove the mattress from your frame
  - **Take a photo of your bed frame**
    - Please note that all queen, king and california king mattress sets necessitate a frame with rigid center support with at least one leg in the middle that reaches the floor.
    - All platform frames must have at least 5 hardwood slats or three hardwood slats with a **metal** center support that reaches the floor.