

How do I make a warranty claim?

Non-Beautyrest.com Items

It is important to know that Beautyrest.com ONLY has the ability to handle returns and warranties for Beautyrest.com orders.

Your mattress warranty is likely covered by the retailer directly. Most retail partners will handle their own warranties. If your retailer has closed, or you've moved out of their service area, reach out to us directly at either 877-298-4955 or via email at warranty@beautyrest.com. We will need verification in order to determine if we can provide further assistance.

Any non-mattress items may be covered by the manufacturer directly. The process will differ depending on the product type. Please reference the chart below for contact information.

Beautyrest.com Items

Having an issue with a product? Here's what to do.

Our mattresses are crafted to live a long life helping you wake up better, which is why we offer limited warranties on our products. For example, our mattresses have a 10-year limited warranty. This covers a number of things such as compressions deeper than 3/4", sagging, flaws in the foam causing it to split or crack, as well as cover defects, such as unraveled stitching.

If you're experiencing one of these issues, we're here to help! Use the following tips and instructions to process a warranty claim on your mattress.

Skip to the bottom of this article for quick info on how to request a warranty claim on another Beautyrest.com product.

First, here are some things to check.

1. **Check your foundation.** If you're having a mattress issue, we've found that unevenness or sagging can occur when the frame or foundation you're using isn't supporting the mattress properly.
1. **Rotate your mattress.** It's completely normal for the mattress to break in and soften with use over time. We recommend rotating the mattress at least every 6 months to ensure the mattress breaks-in appropriately on both sides of the bed. Softening of the mattress from regular use over time is **not** covered by the warranty.

Okay, checked those things. Now what?

To request a warranty claim, please fill out this **Mattress Warranty Form**. No worries, it should take about 5 minutes and will walk you through the process step-by-step.

Start Mattress Claim

For other Beautyrest.com accessories & furniture issues.

Email us at support@beautyrest.com with a quick description of what you're experiencing along with pictures and your current address, and we'll get back to you once we review your message. We need to see photos or videos of the issue to help us diagnose how to best help. For instance, if your furniture is squeaking, a video might be better than a photo. Additionally, we'll need a photo of the product tag (if present on the product). Typically, this is enough for us to help, but if we have any further questions, we will reach back out to you!

Non-Mattress Non-Beautyrest.com Items

There are many products Beautyrest licenses and are manufactured by a partner. This allows Beautyrest to more greatly distribute quality products that our sleepers love.

If you purchased your mattress through a retailer, reach out to them for further warranty assistance. If you purchased a non-mattress, reach out to one of the below manufacturers for further assistance

Heated Products

JLA Home

Phone Number: US 866-456-8852 Can 905-607-3939, 289-851-1277 Ext. 232

Email: jlacs@jlahome.com

Adjustable Bases

Ergomotion

Phone Number: US 1-888-550-3746

Email: info@ergomotion.com

Down/Feather Pillows

Blue Ridge Home

Phone Number: US/Can 1-800-971-2677 and 626-960-6069 Ext: 101

Memory Foam Pillows

Future Foam

Phone Number: US 800-733-8061

Email: cpwarrantyclaims@futurefoam.com

Need to file a warranty claim?

INITIATE A CLAIM

Warranty & Care Instructions

Products made BEFORE
March 1, 2015

[View Warranty](#)

Products made
AFTER March 1,
2015

[View Warranty](#)

Need help locating your warranty information?

Date of Manufacture

Warranty Code

Date of Manufacture

Warranty Code

Left Label (Before March 1, 2015):

REG. NO. PA-25425 WI

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

Made By: The Simmons Manufacturing Co., LLC

2109 ADEL ST

JANESVILLE, WI 53546-2943

Date of Delivery: 03/27/07

Finished Size: 76.000" x 79.500"

Net Wt. of Filling Material: LBS: 25 OZS: 03

MADE IN USA

NOTICE: THIS PRODUCT MEETS THE REQUIREMENTS OF THE CALIFORNIA BUREAU OF HOME FURNISHINGS TECHNICAL BULLETIN 603

MANUFACTURED: 03/27/07

PROTECTED BY ONE OR MORE OF THE FOLLOWING U.S. PATENTS:

6,901,618 5,940,742 5,311,652 5,987,678 6,038,324

6,243,900 6,519,791 5,986,628 6,487,929 5,016,305

5,160,125 5,439,414 5,502,925 6,216,292 6,557,190

6,400,469 6,760,940 6,772,643 6,739,344 6,804,949

6,944,839 5,355,581

WARRANTY INFORMATION

SO: 12148785-003000-00

WARRANTY CODE: A

PATTERN: M17436.60.7461

DOB OFF PT BR FELICIA FIRM

Load 87437351 SCS 002

NO 49700342 21091 QTV 10000

8 82949 00991 3

Right Label (After March 1, 2015):

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

ALL NEW MATERIAL CONSISTING OF 100% POLYESTER FIBER PAD

REG. NO. PA-25425 KS

CERTIFICATION IS MADE BY THE MANUFACTURER THAT THE MATERIAL IN THIS ARTICLE ARE DESCRIBED IN ACCORDANCE WITH THE LAW

MADE BY: The Simmons Manufacturing Co., LLC

7910 HEDGE LANE, 1ER

SHAWNEE, KS 66227-3000

Date of Delivery: 08/11/13 Finished Size: 68" x 79 5"

Net Wt. of Fill Mat: 1 LBS 9 Oz

Manufactured: 08/11/13

Warranty Code: A

31C101-155

037900 F104165017 QUEEN

BR TAPELESS MINI WATERFALL FDN

1203829932

Warranty Code Key

Warranty Code on Law Label	Total Limited Warranty	Period for No Charge Except Transportation*	Normal Body Impression
A	10 Year	10 Year	1.5" or less
B	1 Year	1 Year	1.5" or less
C	Specific warranty applies, see separate agreement		
E	20 Year	10 Year	.75" or less
G	2 Year	2 Year	removeable fabric cover
H	5 Year	5 Year	1.5" or less
I	20 Year	10 Year	1.5" or less
J	3 Year	3 Year	1.5" or less
K	10 Year	3 Year	1.5" or less
L	25 Year	10 Year	.75" or less
M	15 Year	10 Year	1.5" or less
N	25 Year	15 Year	1.5" or less
O	25 Year	15 Year	.75" or less
P	10 Year	10 Year	.75" or less