Mattress Firm answers the most frequently asked questions and more about your warranty.

What does the warranty cover?
Warranties follow the guidelines by the manufacturer. Warranties cover the following items during normal wear:
Mattress: Torn handles, coil or wires that are loose or broken, coils or wires that protrude or rip through the fabric, body indentations of 1-1/2” or greater. (True Form products ¾” inches or greater). For more specific details please review the warranty card of your product.
Box Spring: Splits in the wood frame, squeaks, rattles or noise; bent, loose or defective beam and/or center rail; loose or broken module wire.

What is not covered under the warranty?
All the items not specifically listed in the warranty coverage. Some examples are:
Mattress fabric, border wires bent due to moving or bending the sleep set, structural damage from using an improper frame, used bedding sold “as is” and floor models, bed height, comfort preference, body indentations less than 1-1/2”, mattress damage due to an inappropriate box spring, stained bedding, transportation costs. (Just to mention a few)

Can the frame cause my mattress to sag?
Yes, using an improper frame not only can void your warranty; but it also can be the cause of the indentations on your mattress.

Sagging: Your mattress must be continuously supported by a matching box spring, or equivalent with an appropriate frame. The frame should include a rigid center support with at least 5 hardwood cross slats for a queen and king sets (See illustration clarification). A rigid center support is equal to a support that extends from the frame to the ground.

Examples of Proper Bed Frames for Queen and King Size Bedding:

Why do I have to pay inspection and delivery fees?
The warranty does not cover any transportation and/or service costs associated with the mattress warranty process. The warranty only covers the defective piece.

How much is the delivery fee?
For delivery fees please contact your local store for details.

How does the inspection company measure body indentations?
Body impressions are a natural occurrence and are to be expected. This is due to the upholstery layers conforming to your body and do not necessarily indicate a structural defect. In order to properly measure your mattress, the inspector will stretch a string across the top of the mattress and foundation after all linens have been removed. A device will then be used to measure the point in the deepest indentation (note that this is measured from the top of the mattress and not inside the stitching pattern). It is recommended that you try a similar procedure with a string and tape measure as a preliminary estimate of your impression.
Why are body indentations not measured when I am lying on my bed?
Different weights conform differently. Beds are made to conform to your body. When lying in the bed, comfort is measured and comfort is not covered under the warranty.

How can I check if I have squeaks/noises in my set?
If you have a squeak/noise issue, the majority of time it is caused by the bed frame. In order to determine the origin of the noise, please complete the following steps. Place the set on the floor separately and apply pressure in several locations to determine if the noise is coming from the mattress or box spring foundation. Apply pressure to the frame and tighten any pieces applicable.

Can I file a claim without the receipt?
No. It is necessary to provide a copy of your receipt when filing a warranty claim.

How can I get a copy of my receipt?
Mattress Firm has some records and it may be possible for us to locate some information; however we do not have records prior to 2005. Please be aware that the customer is responsible for keeping the receipt.

What is the Law Tag?
It is the label attached to the mattress (see picture).

Do pictures expedite the process?
Pictures do not expedite the process. In some cases they help to make a decision. (See example of a picture bellow)

Will the warranty cover the whole set?
The warranty only covers the defective piece according to the warranty guidelines stipulated by the manufacturer.

Why do stains void the warranty?
Any stains make the bed unsanitary according to the warranty guidelines of your product (For further details review the warranty card of your product). Stains are considered lack of care of your product.