

Therapeutic Answers Common Consumer Warranty Questions

BODY IMPRESSIONS

I had a bed for 10-20 yrs. and it never did this (body impressions). Why?

Why does my bed have body impressions when I've barely slept on it?

Most beds made 20+ years ago were built with minimum amounts of foam and tended to be very firm. Many people remember that the sign of a "good" bed was that you could bounce a coin off them. Beds are built differently today than they were 20+ years ago. Today's beds are made with body contouring foams that are built to conform to your body. Research shows that by reducing pressure points, the better your blood circulates and the less you toss and turn. These impressions can, and should, appear after a relatively short period of time of use. The mattress is doing what it is designed to do as specified in the warranty card. But we realize at some point, if it compresses too much we need to deem the mattress defective. The Bedding Group uses 1 1/2" of compression as the standard, which is the standard in the industry.

I only weight 100 lbs. and my bed has a body impression. Why?

The foam comfort layers in today's mattresses are designed to conform to your body to reduce pressure points. So, regardless of body weight, your mattress should show a comfort impression. Additionally, many of today's beds are built with foams that actually sense your body heat, not body weight. So even though you are light, your body temperature is about 98.6 degrees. The mattress is doing what is designed to do as specified in the warranty card.

We have a "hill" in the middle of the bed and no one will replace it.

A "hill" can only be a hill with a valley on each side. If this valley is 1 1/2" or more, we consider this a defect. If the valley is less than that, it is considered normal comfort impression. This is most common in King and Queen mattresses and is normal.

STAINS

> Why does a stain void my warranty?

> The stain is in one area and the bed is sagging in another area?

Due to regulation §1910.1030 by the Occupational Safety and Health Administration, the warranty shall not apply if bedding has been burned, soiled, is in an unsanitary condition, or otherwise abused or damaged. Because of this regulation, it prevents us the ability to thoroughly inspect the product to determine the cause for possible defects.

COMFORT

The bed gives me backaches. I've slept in other beds that don't hurt my back.

Because the comfort level of your new mattress is probably quite different than previous mattresses you have slept on, you may require additional time for your body to adjust. Additionally, often times we may encounter other changes in our lifestyles that may affect our bodies. If your mattress is not showing signs of a structural defect, you may be experiencing back aches due to other issues. We make many different models with multiple comfort choices and our warranty does not cover comfort exchanges.

REPEATING PROBLEM

We keep having the same problem (usually sagging)

Does the foundation show any signs of dipping or sagging?

Is there a center support on the bed frame?

If using slats are there at least 5 slats, each 5 inches wide?

Does the foundation rest on that center support?

How many legs are on the frame and do they all touch the floor?