

## Bedgear claims are processed by GM Warranty Services

### Claims Process:

- No Registration is required
- Customer must keep copy of the sales receipt, we do ask for it at the time of claim.
- Claims Phone # 1-800-545-7125 option 1 for Spanish
- Claims Department hours: 8:30 am to 5:30pm Eastern Standard Time
- Messages left will be returned within 24 business hours
  - Leave your first, last name, entire call back number and the best time to reach you

### Mattress Protector: Warranty covers

- Food or beverages normally consumed by humans.
- Human and pet bodily fluids.
- The warranty covers 2 mattress protector replacements within 10 years.
  - Manufactures defects
  - Mattress protector stained
- Mattress and protector must be purchased on the same day and from the same retailer for mattress to be covered.

### Mattress Protector Claim for stained mattress:

- Claim must be filed within 5 days of the incident.
- Customer must send sales receipt within 5 days showing the mattress and the mattress protector.
  - E-mail: [claims@gmwarranty.com](mailto:claims@gmwarranty.com)
  - Fax: 631-414-7766 Attention: claims
    - Need to include claim number
- We cover a one-time accidental occurrence.
  - Meaning we do not cover multiple stains or soiling that have accumulated over time.
- Customer needs to advise what type of stain and the cause.
- Customer must advise us when the stain occurred.
- We also may ask for pictures of the mattress and the mattress protector.
- Mattress cleaner will be booked with 48-72 hours of an approved claim.
- Cleaner will call the customer to schedule a convenient appointment.
- GM Warranty Services will send a replacement mattress protector via UPS.
  - Mattress protector replacement may takes approximately 7-10 business days.
- Mattress protector and mattress will be inspected prior to cleaning.
- We may ask for the mattress protector to be shipped to us for review.
- In the event a mattress cleaning fails to remove the stain, the customer must call us within 2 days.

**Mattress Protector Claim:**

- Claim must be filed within 5 days of the incident,
- Customer must send sales receipt within 5 days.
  - E-mail: [claims@gmwarrantyservices.com](mailto:claims@gmwarrantyservices.com)
  - Fax: 631-414-7766 Attention: claims
- We may ask for mattress protector to be shipped to us.
- GM Warranty Services will send a replacement mattress protector via UPS.
  - Mattress protector replacement may takes approximately 7-10 business days

**Pillow claims:**

- 1 year warranty
- Manufactures defect in construction such as:
  - Broken Zipper or ripped seam.