



Dear Valued Customer,

I am sorry to hear that you are having a performance concern with the mattress set you purchased from Banner Mattress. Based on the information you have provided along with our product knowledge, we feel that there should be a professional inspection done on your product in order to better determine if there is a defect within your unit and what that defect may be.

We would be happy to set up the inspection for you as soon as we receive your warranty claim forms. An in home inspection is not a warranty service that is covered under the Banner warranty guidelines. However it is essential in identifying any potential defects existing within your product. **There is an upfront fee of \$50.00 for the mattress inspection as stated in the warranty guidelines. Nevertheless if the product is found to be defective we will be happy to refund you the inspection service fee.**

Please keep in mind that the independent inspection will be performed by an industry professional, Integrated Bedding Group, and can potentially reveal the cause of your discomfort, including but not limited to defects and or flaws within your product.

**Please include a check for \$50.00 made out to Banner Mattress when you mail in your warranty claim forms and we will inform the inspection company to contact you to set up an inspection date.**

Thank you for giving us the opportunity to address your concerns, we look forward to servicing you.

Sincerely,  
Jorge Cardenas

Warranty Service Department  
Banner Mattress