

PHOTO REQUEST INFORMATION SHEET

Thank you for getting in touch with us regarding the issue with your bed.

The quickest way for us to start the investigation into your problem is to get some photos of your bed highlighting the concern you have. Below are the types of photos our Bedding Specialist will require to be able to determine the best course of action to get you enjoying a great night's sleep again !!

Please note: The bed must be fully stripped for ALL photographs. All bedding, mattress protectors, underlays and pillows etc must be removed from the bed. It is also essential that nobody is sitting or laying on the bed.

1. Photo of Barcode:

This is found at the head of the mattress/base.



2. Photo of label or embroidered name of the mattress:

This is found at the foot end of the mattress. Please note – this is for mattresses only.



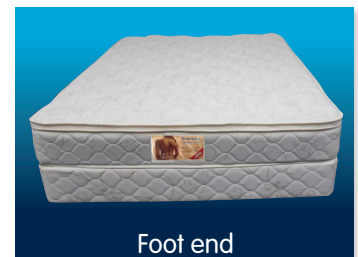
3. Full Bed Photo: We require a photograph of your entire bed – taken from a small distance away, but ensuring that the entire bed is in the photograph. Ideally, we would like photographs from at least 3 different angles – left hand side, right hand side and foot end of the bed.



Left hand side



Right hand side



Foot end

4. The 'Flat Edge Photo': This photo is taken by placing a flat edge or something similar across the bed and then placing a ruler or measuring tape from the bottom of the 'dip' in the bed to the flat edge (ie measuring the 'dip'). Two photos are required – one be taken showing the entire bed with the flat edge across it, and a second photo taken showing a close up of the ruler/tape measure. The attached image which shows an example of what we require. Please note it is important for a correct measurement that the ruler/measuring tape is NOT pressed down into the bed, or placed onto the stitching but placed on top of the bed.



5. Any other photos that you think may be useful to our Bedding Specialist to further highlight your concerns.

Please Note: If the photographs are not returned within 30 days, we will assume that you have decided not to go ahead with the claim and will close this enquiry

Please email photos to ccare@sleepmaker.com.au quoting your reference number.

Please make sure that your emails are not over 5mb in size as they will not come through. We do not mind if you send through multiple emails. Just ensure that your reference number or surname and state on them. If uncertain please contact Customer Care Phone: 1800 557 967 ~ Fax: 1800 777 236