

Complaint form

We are always keen to manufacture flawless products. If there will be a reclamation anyhow, we ask that you complete this form and send it to us. Thereby you will enable a smooth complaint process. Of course, your data will only be used to execute the complaint process. Thank you for placing your trust in us.

Customer name:	<input type="text"/>	Name of the product:	<input type="text"/>
E-mail address:	<input type="text"/>	Dimensions (height, width, depth):	<input type="text"/>
Customer number:	<input type="text"/>	Degree of firmness (for mattresses):	<input type="text"/>
Invoice number:	<input type="text"/>	Slat distance (for slatted frames):	<input type="text"/>
Date of invoice:	<input type="text"/>	Number of slats:	<input type="text"/>

Please provide a short description of your complaint (please attach pictures):

**If your complaint is about body impressions, please attach pictures of the measurement.
Please follow the instructions below exactly!**

1. Place the mattress core on the ground (cover must be removed)
2. Place an even object on the mattress (for example a bubble level, a yardstick or a broomstick)
3. Use a ruler to measure the depth of the body impression (please do not push the ruler into the mattress core) and take a picture
4. Take measurements at 3 points (left, center, right)
5. Enter the measurement results below

Measurement point left:

Measurement point center:

Measurement point right:

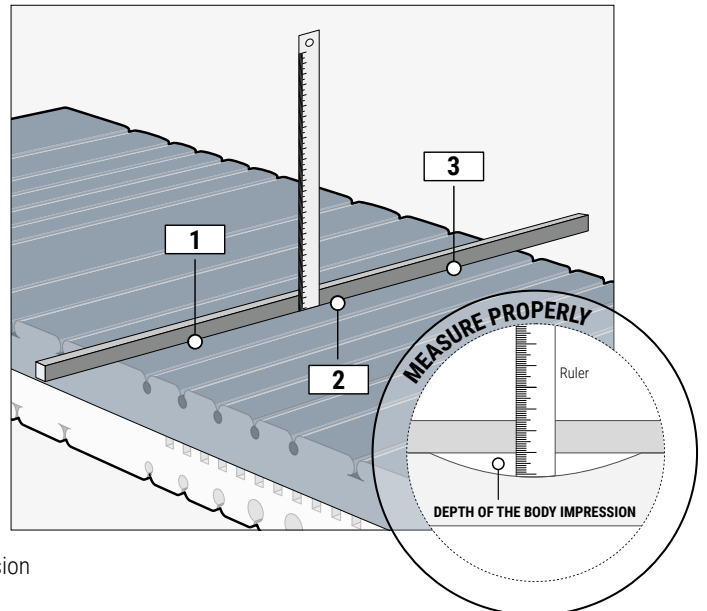
Weight of the person(s) sleeping on the mattress:

Person 1: kg for a height of cm

Person 2: kg for a height of cm

Attachment: please be sure to enclose the following!

1. Proof of purchase
2. Picture of the defect and/or the measurement of the body impression



Date

Signature