

KINGSDOWN[®]

OVER 100 YEARS OF MATTRESS INNOVATION

We thank you for contacting Kingsdown/Bassett with regards to your warranty issues.

With Bad Boy's recent Bankruptcy announcement, we understand that many Bad Boy customers have questions with respect to their warranty claims. We will do our best to assist in this transition, however please be aware Kingsdown/Bassett does not participate in the Bad Boy Comfort Guarantee Program and cannot process these claims.

Kingsdown/Bassett would like to provide some alternative options to assist Bad Boy's customers with warranty claims.

Options:

- If you used a credit card or debit card to purchase your sleep product, we suggest you contact your credit card company immediately to discuss your issue. You can find the contact details on the back of your credit card or your monthly statement.
- If you are not able to satisfy your issue through above-mentioned option, please use the link below to submit your information to Kingsdown Canada.

<http://forms.kingsdown.ca/kingsdowncanada/BadBoyFurniture>

After the form is completed, we will have a person on our Customer Service team reach out and communicate on how we can help resolve your issue.

To accelerate this process, pictures of your issue and uploading them using the link is required. Without this information your claim CANNOT be review.

We appreciate your patience during this transition and thank you for purchasing a Kingsdown Canada sleep product.

Thank you,

Kingsdown Canada

Owen & Company Limited
KINGSDOWN CANADA

Head Office: 5800 Steeles Avenue West, Woodbridge, Ontario L4L 0J4 - Tel: (905) 265-9203
Calgary: 10081 17th Street NE Calgary AB T3J 0P8 - Tel: (403) 219-3557