

KINGSDOWN®

OVER 100 YEARS OF MATTRESS INNOVATION

Due to the fluidity of the Corona-19 concerns, we at Kingsdown are making sure that the safety and health of our employees and customers are our number #1 priority.

We thank you for contacting Kingsdown with regards to your warranty issues. As we continue to work to manage our businesses responsibly, while doing our part to limit the spread of this virus, we are temporarily postponing the processing of all warranty repair requests until May 31st 2020. We will continue to honour our warranty commitments resuming May 31st.

We ask that all customers reach out to us again on or after May 31st. Alternatively you may leave a detailed message including your contact information so we may follow up with you directly. Please be aware that we will not be able to respond to requests prior to May 1st. We thank you for your patience and wish the best to you and your family during this unprecedented time.

With Sears Canada closing, we understand that many Sears customers have questions with respect to their warranty claims. We will do our best to assist in this transition, however please be aware Kingsdown does not participate in the Sears Comfort Guarantee Program and cannot process these claims. Kingsdown would like to provide some alternative options to assist Sears' 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/SearsWarrantyClaim>

After the form is completed, we will have a person on our team communicate whether Kingsdown will be providing either a mattress testing kit or booking an appointment to have one of our sleep technicians out to inspect the product. To accelerate this process, taking pictures of your issue and uploading them using the link above is highly encouraged.

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

Thank you,

Kingsdown Canada

Owen & Company Limited

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