

WYNDHAM

HOTEL GROUP



Simmons Hospitality Warranty Procedure

- Property contacts their Sales Representative to have the claim initiated OR the property can call the warranty office direct toll free number 877-399-9397
- This form is faxed or emailed to the Simmons Contract Warranty team via fax number 770-613-8575 or email to contractwarranty@simmons.com
- The property will then receive a Room Survey Form, which will contain instructions on how to complete.
- The form will be reviewed and, if deemed necessary, an inspection will be scheduled which consists of a representative coming to the property to physical inspect the bedding that was noted on the Room Survey Form.
- Once the inspection has been completed, the Warranty team will send a letter to the property outlining next steps.
- If the product is deemed defective, the property will be asked to return the signed letter along with the mattress labels and law tags removed from the defective product.
- Once these are received, a replacement order will be submitted to a Simmons Manufacturing plant. The plant will call the property to schedule delivery.
- To note, old product is not picked up and the property will be asked to dispose of the product.