

Marcie L. Conn
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March 21, 2023

To Whom It May Concern:

One side of my mattress pad is not heating up any longer. I talked to someone a few weeks ago, and she told me I needed to figure out if it was a controller issue or a mattress pad issue. I used the controllers individually on each side, and I figured out that it is the mattress pad.

I didn't know if I could just send the product, or if I needed to talk to someone at your company first to get a repair/replacement number. I have been calling over and over for a few weeks now. I keep being put in a queue. I never make it to the end of the queue to talk to someone, so I thought this may be the best way to get ahold of someone.

Please let me know the next steps I need to take.

Thanks!

Marcie Conn – contact info above

Registration number – R22101483

Brand – Madison Park

Model – SCMP 2 4.3

Purchased – Amazon April 7, 2021 – still under warranty



Final Details for Order #112-5658532-1936215

[Print this page for your records.](#)

Order Placed: April 4, 2021

Amazon.com order number: 112-5658532-1936215

Order Total: \$93.72

Shipped on April 7, 2021

Items Ordered

Price

1 of: *MP2 Heated Mattress Pad Queen Size, Quilted Electric Mattress Pads Fit up to 19" with 5 Heat Settings Dual Controller and 10 Hours Auto Shut Off, 60" x 80"* \$86.98

Sold by: HH HOLDING ([seller profile](#))

Condition: New

Shipping Address:

Janice Conn
98 FOSTER RD
EUREKA, CA 95503-9568
United States

Shipping Speed:

Standard Shipping

Payment information

Payment Method:

Visa | Last digits: 8057

Item(s) Subtotal: \$86.98

Shipping & Handling: \$0.00

Total before tax: \$86.98

Estimated tax to be collected: \$6.74

Grand Total: \$93.72

Billing address

Janice Conn
98 FOSTER RD
EUREKA, CA 95503-9568
United States

Credit Card transactions

Visa ending in 8057: April 7, 2021: \$93.72

To view the status of your order, return to [Order Summary](#).

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Reg # R22101483
Brand Madison Park
Model SCMP 2.4.3