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# COMPANY RETURN POLICY

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## Returns Process

1. Please contact customer service by phone within 24 hours of finding an issue. Please have your packing slip or order number handy for prompt service.
2. You may be asked to send an email for more information.
3. Your email must include photos where appropriate for damage or warranty claims.
4. A staff member will review your claim, and ask further questions if required, and provide you with a remedy as soon as possible.

The following terms apply;

ALL goods returned for whatever reason MUST be accompanied by a 'GOODS RETURNS FORM'.

Orders cancelled, rejected (or similar circumstance) must be returned;

- Free from dust and dirt
- Free from stains
- MUST be unused
- Packed in clean packaging and is well protected
- Upholstery in original condition

Products cannot be returned due to health and safety regulations if client has a change of mind or product not suited to client needs (or similar).

Fees may apply;

- It is the responsibility of the purchaser to return the goods at their expense. The purchaser may choose to use their own carrier, or have Sleep Systems arrange the collection. If Sleep Systems arranges the collection additional fees may apply.
- Restocking fee 15%.
- If products are received back damaged or not in a resalable condition this may also incur cleaning and repair costs.