

## Return Policy

SleepSafe Beds, LLC manufactures each bed, one by one, as it is ordered. We take pride in the quality and workmanship of each and every bed we ship. We pay attention to every little detail to ensure that the beds we ship are of the highest quality and correctly match your sales order. Each bed is very carefully packed in our custom fitted boxes to reduce the chance of any damage in shipping. With wood construction, damage, such as scratches or dents, can occur easily if not properly packaged and banded to our custom sized pallets. We can not resell a used bed for any reason. Therefore, we can not accept any returns, for any reason, including but not limited to, when an error has been made by a dealer or consumer in ordering the wrong model, color or size.

Please make sure you are ordering the correct bed model and carefully review your sales order before signing to ensure accuracy. If you have any questions or have any doubt as to which bed to order, please call us toll free at (866) 852-2337; our friendly and knowledgeable sales team will be more than happy to fully explain all of the features, benefits and differences in our product line to assist you in choosing the right bed to fit your needs.

Once a bed has been ordered, manufactured & shipped it can not be returned except for the following reasons:

1. In the case where a bed is delivered damaged:

a. We will quickly send new parts to replace the damaged ones, or a complete new bed when there has been a total loss due to damage in shipping from our facility to yours. We are not responsible for damages created after you have signed for and received your bed from our shipping company.

b. Please note damage on receiving slip & call us immediately, before the delivery driver leaves, as we may ask you to refuse the whole shipment, depending on the extent of the damage.

2. In the case where SleepSafe® Beds ships a bed that does not agree with the sales order confirmation. We have fool proof methods in place and our shipping department takes extreme care to ensure that this does not happen, but if it does:

a. We will quickly send out the correct bed and make arrangements to have the incorrect bed shipped back to us at our expense.

b. There is a packing slip on each bed, please do not remove the bands that hold the boxes to the pallet until you have matched the packing slip to your purchase order or sales order and check carefully for damaged packages, including rips and tears to boxes.

**\*In some instances, if you ordered the wrong bed MODEL, there may be a “conversion kit” available. In this case, you may order new parts necessary to convert one bed model to another, but we can not accept a return on the parts that are no longer used. (example: you ordered a basic model, but realize you need a plus model, we will send you an electric frame to replace the box spring or bunkie board and new side panels to accommodate the new electric frame. You no longer need the box spring or bunkie board or the old side panels.) It is more costly and time consuming to correct a mistake in ordering after a bed has been manufactured, so it is very important to spend the time upfront to ensure accuracy of your order the first time.**

**THERE ARE NO EXCEPTIONS TO THIS RETURN POLICY, PLEASE REVIEW YOUR ORDER CAREFULLY.**