

Returns Information.

NEED HELP?

Please email our customer support services at rwbeds@gmail.com or contact THE SUPPORT TEAM on:- 01924 452 086 - **MON - FRI** - 8AM - 6PM



Please tell us if you would like a **Refund** or **Exchange** by ticking the applicable box below.

ORDER DATE



Pack your return parcel well with appropriate packaging material – you can even use the original packaging.

ORDER NUMBER



Don't forget to include this form with your return parcel

CUSTOMER NAME

QTY	PRODUCT CODE	DESCRIPTION	REFUND OR EXCHANGE	REPLACEMENT SIZE	REPLACEMENT COLOUR	REASON CODE	REASON FOR REFUND EXCHANGE
							Please select the correct reason code from below 1. DAMAGED ITEM 2. POOR QUALITY 3. NOT AS IMAGE 4. ARRIVED TOO LATE 5. WRONG SIZE 6. UNWANTED 7. ITEM FAULTY

Please enter any further relevant information

For hassle FREE returns, please follow these steps. Please see reverse for more information.

- All items must be returned with page 1 of this document completed, or if you are unable to print this document, a full covering letter including all details requested on page 1 of this document.
- We can only accept items back based on one of the reason codes above, if you are not confident that the item is returnable, please contact us via email for further support, we will then decide if the item needs to be returned to us or again we may be able to resolve the issue through normal support.
- Any items found to be returned to us that are not faulty, will be returned back to the customer at their cost, unless the request to return the item was made by us.
- This form can only be used to return items bought from Somnior Beds Ltd, and one of it's supply channels, any other items purchased from other channels should be returned via that channels required method. If you have received this form but not purchased your item from us, please contact us first, as failure to do so may delay the return of your product.

Please Note: Failure to follow this process may cause delays in processing your return.

Please ensure you return the goods in their original condition within 14 days of them arriving with you. The returned goods are your responsibility until they are delivered to our returns department. This returns policy does not affect your statutory rights.

RETURNS POLICY

Somnior Returns Policy

If you are not completely satisfied with your purchase, simply return the item (s) to us in their original condition within 14 days of receipt. We will issue a refund upon receipt and examination. Items should wherever possible be returned in their original (or similarly robust) packaging with a completed Returns Form .

If you require a different item you will need to place a new order online and return the original item for a refund.

If you require a different size or colour of the same item, please return the item including a completed returns form; requesting the different size/colour and we'll do our best to get one out to you upon receipt. If the new size/colour is unavailable we will refund your order and email to inform you. Return postage charges are non-refundable unless your order was faulty or incorrect.

Please return items to :

Somnior Beds LTD, Unit 34, Savile Business Centre, Mill Street East, Savile Town, Dewsbury, West Yorkshire, WF12 9AH.

Faulty/incorrect return. Please call our Customer Service team first on 01924 452 086, We will then advise and assist you with the return. Please include as many details as possible about the fault.

Please allow 7-10 working days from receipt of a return for us to process a refund or exchange. Once a refund is processed you will receive a confirmation email (the email will be sent to the same email address as your order confirmation). After receiving the confirmation email, please allow a further 3-7 working days for the refund to clear into your account. If you do not receive your refund by this time or you have in questions in regards to your refund, please email us after the time stipulated.

Your refund will be credited to the same card or payment method with which you made your original purchase. In cases where the item was purchased through one of our supply channels, then the refund will be made back to the channels account, who will then refund you, as we do not keep any personal customer bank details in this case.

If for any reason this is not possible, (e.g. the card has expired) we will contact you to discuss alternatives.

Faulty or incorrect items sent from within the UK If the item you received is faulty or not what you originally ordered, please complete your return form and return to the address above.

Please make sure that any instructions are adhered to exactly as stated on the care label, if one is included. Each item is tested thoroughly and Quality-checked on each production batch prior to leaving the supplier. We cannot accept returns that have been soiled, torn or damaged due to incorrect use. In this case the item will be returned back to you.

Missing parts

Regrettably mistakes can happen. If you have received your order and an item is missing, please first check your dispatch note for any indication that the item is being dispatched separately. If the item is not included on the dispatch note, it will be arriving separately. If the item is listed but not present, please email rwbeds@gmail.com quoting your order number and stating the missing item and we will investigate the matter further.

Return postage (non-fault items)

If you are returning a non-faulty item, then the cost of returning the item to us is your responsibility. Please note the item is your responsibility until it reaches us; for your own protection, we recommend that you send the parcel using a delivery service that insures you for the value of the goods. We cannot refund return items lost in the post.

We hope that this information is useful in making the return as smooth as possible, however if you feel that system can be improved, please write your suggestion below and we will consider it at our next update.

For more information about returning items to us, please email rwbeds@gmail.com
