***Comfort Night General Policies***

Comfort Nights goal is to make your shopping experience as enjoyable as possible. Please be sure to read through the following information carefully.

* All balances must be paid in full 48 hours before delivery
* At the time of delivery, please look over your merchandise. Signing upon delivery is your acceptance of the merchandise in your home.
* All mattress and furniture sales are final and cannot be returned
* Manufacturer delivery dates are estimates and delays should be expected due to weather and road conditions or traffic due to accidents.

***Customer Pickup Information***

Purchases at our store require the purchaser to be present at the time of pickup with the invoice.

***Mattresses, Furniture And Other Bedding Items Are Not Returnable***

**\*For health reasons, mattresses are not returnable. For warranty purpose, drivers will not pick up mattresses that are wet, excessively soiled, or blood stained from your home.**

Deposits for purchases that have been paid to hold furniture, with no activity for more than 30 days can be used for in store credit only.

***Refunds:***

All sales made at the showroom are final.

***Exchange***

Exchange, Comfort Night furniture will exchange your item for same, similar or different product if for any reason you are not satisfied. This will apply only to the point of delivery. After signing the invoice, all exchanges must be made within 48 hours, all items must be in the original factory packaging the same way it was received. Comfort Night Furniture will schedule a pickup of the items at the next available opportunity. ($75.00 fee will be applied for pickups). 20% to 35% restocking fee will be applied.

**Return/Refund**, **Any item that has been assembled, used, or does not have its factory packaging, does not qualify for a return, exchange, or refund, as per our refund policy.**

Upon delivery, if for any reason you are not satisfied you can cancel your order. 35% restocking fee will be applied upon delivered items to the customer door. (Others) Comfort Night will schedule a pickup of the items at the next available opportunity.

**Cancellation**, All cancellations must be confirmed with a Comfort Night Customer Service Representative only and within 48 hours of placing your order. **Mattresses, customized Sofas, Couches are final sale.** All refunds are made by company check and pay upon pickup after inspection of packages. (20% restocking fee will be applied before delivered item's). (35% restocking fee will be applied upon delivered items to the customer door).

Any customer service issues should be resolved by Comfort Night representative by contacting 416-757-1600.

**Important Notice:**

**ALL THE SIZE'S, DIMENSIONS ARE APPROXIMATE MEASUREMENTS.**

**ANY ITEMS THAT HAVE BEEN USED OR ASSEMBLED OR WITHOUT FACTORY PACKAGING DOES NOT QUALIFY FOR RETURN, EXCHANGE, REFUND POLICY.** Please contact us for more information

***Special Orders***

Special Orders are according to a customer's own specifications and requirements. We require 40% deposit to order your furniture.

Deposits are non-refundable. Manufacturer delivery dates are estimates and cannot be guaranteed. We will call you once your furniture arrives in our warehouse.

***Damaged & Missing Parts***

**Damaged & Missing Parts**

If furniture arrives from our company that looks damaged, or if parts are missing, please notify us right away. We will work to help you get needed replacements as quickly as possible at no extra charge.

***As-Is Merchandise***

All as-is merchandise sales are final. Comfort Night does not accept returns.