

## SLEEP HUGGERS MERCHANDISE RETURN PROCEDURE

Returned merchandise must be unworn (unless defective) with all tags attached and in original packaging. Please contact us within **30 days of receiving your order** if you require a refund or exchange. We can not accept returned merchandise without a RMA#.

- Exchange only on Clearance items.
- Orders that qualified for, and were shipped using, FREE SHIPPING will have the shipping amount deducted from their refund total.

### For our USA customers:

It is important that you follow these directions to avoid any unnecessary delays in processing your return/exchange.

- Please return merchandise via USPS (United States Postal Service) regular Airmail service. **Do not use a courier or Express Shipping** as we can not accept any duty or brokerage fees incurred on the returned item(s) and your package will be returned to you.
- Label the outside of your package clearly with the RMA# you receive from us.
- On your customs declaration form please indicate '**Canadian Goods Returning**' and mark the value at \$1.00.

### For our Canadian Customers:

- Return shipping can be done via any courier service or Canada Post.
- Label the outside of your package clearly with the RMA# you receive from us.

**Ship to:** #200, 8435 McIntyre Road, Edmonton, Alberta CANADA T6E 6G3

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### Please complete

1. Obtain Returned Merchandise Authorization (RMA) number. Email us at [info@sleephuggers.com](mailto:info@sleephuggers.com) to request your number.
2. Indicate the reason for your return.  
 Defective product – please replace (see item #3)  
 Not wanted – please issue refund (see item #4)  
 Wrong item ordered – list which item to exchange it with (see item #5)  
 Other: \_\_\_\_\_

3. List damage(s) or defect  
\_\_\_\_\_  
\_\_\_\_\_

4. Reason for return  
\_\_\_\_\_  
\_\_\_\_\_

5. Replacement item  
\_\_\_\_\_  
\_\_\_\_\_

Method of payment (difference in price, shipping, etc.) \_\_\_\_\_  
C/C#: \_\_\_\_\_ Expiry Date: \_\_\_\_\_

Your Name: \_\_\_\_\_

Phone #: \_\_\_\_\_

Original Order #:(if known) \_\_\_\_\_ RMA# \_\_\_\_\_