

BedVoyage wants your customer to be happy with their purchase! If they're not satisfied for any reason, we'll issue an exchange or refund within 60 days of their order delivery, less shipping fees. Please simply follow the below instruction.

## Returns

1. Please email us with the Invoice or PO number at [orders@bedvoyage.com](mailto:orders@bedvoyage.com) to obtain an RA#.
2. In the return package, be sure to include: the RA# and whether this is a return or an exchange.
3. All returns are processed within 5 business days of receiving the product, without any restocking fees and a credit memo will be emailed to you.

## Return Address

BedVoyage  
Attn: Return Department  
18915 142nd Ave NE, Suite 230  
Woodinville, WA 98072

## Defects

1. In the event of a manufacturer's defect, please email us at [orders@bedvoyage.com](mailto:orders@bedvoyage.com) with a description and images of the defect, along with the Invoice or PO number.
2. We will send you a prepaid shipping label and issue an RA# for orders.
3. You may opt for a replacement or refund for up to 60 days from the time of purchase. \*Please note, international and expedited shipping charges will not be refunded.

## Exchanges

If your customer is interesting in exchanging any products within 60 days of receiving their purchase, simply email us at [info@bedvoyage.com](mailto:info@bedvoyage.com) with order or PO# and exchange request. We will respond with instructions within 24 business hours. Please note that additional shipping charges will apply.