



Order and Payment Agreement Authorization

Your Sleep by Ernest Hemingway order is contingent on your acceptance agreement. After reading the agreement form below, check to confirm you have "Read and Agree".

Order and Payment Agreement

Payment Agreement

We will guarantee and stand behind the **quality** and **workmanship** of all products purchased at Sleep by Ernest Hemingway as provided in the Order Agreement.

- I understand that my order is payable in full at the time of purchase.
- Once the order is finalized, any changes to the order must be made within 2 business days.

Our Warranty

Sleep by Ernest Hemingway will stand behind the quality of materials and workmanship of all mattresses. Consult your sales associate or email dmitriy@sleepbyeh.com for the details for your specific piece(s). We will remedy any construction errors as follows:

- We will replace any damaged piece (see below) at our expense.
 - Rips in fabric or stitching
 - Stains
 - Incorrect fabric swatch due to manufacturing
 - Broken parts
 - Dents/protrusions

Limitations

- The following are considered normal characteristics of our custom mattresses:
 - **Variations from Floor Samples or Literature** – Because of craftsmanship and use of natural materials, small variations can occur from piece to piece.

Return Policy

- ***120-Night Sleep Satisfaction Guarantee : If you are not satisfied with your mattress, you may exchange your mattress after 120 nights (up to 150) from the date of delivery for a one-time re-selection of a new mattress.***
- A custom mattress ***is created and crafted expressly for the customer and therefore only one-time exchange will be offered. A pick-up and delivery service fee will apply.***
- If you are not satisfied with the firmness of your mattress, we sell a luxury firm and a luxury plush duvet topper which can remedy the firmness of your mattress. Please contact your sales associate for special pricing.
- We strongly encourage you to visit our NYC Flagship store to experience the mattress of your choice prior to purchase.

Delivery

- Furniture pieces will be delivered to the room of your choice, unpacked, assembled (if necessary), and all the packing materials will be taken away.
- Delivery is scheduled to occur Monday through Friday. Notification of your delivery hours window will occur the day before or the day of delivery.
- ***It is the customer's responsibility to inspect and if issues are found they should accept delivery and note issues on the delivery receipt.***
- ***Pictures of damage, tears, discoloration, stitching should be submitted within 48 hours of delivery. Please contact the store with any issues right away.***

Read And Agree

