

Rested - Returns/Exchanges/Refunds Policy - 01 September 2016

At Rested, we are committed to offering new technologies and materials that deliver enhanced sleep for our clients. We actively encourage our clients to partake and enjoy the full in-store experience, which is the truest way to appreciate and fully understand the luxury and performance of our products prior to purchase. Our total sleep systems, bed frames and mattresses are only available to buy in-store as part of our commitment to personal service and the individuality of sleep perfection.

The complete range of pillows, bed linens, quilts, and sensory accessories are also available online, but our philosophy and recommendation still applies to first time buyers: we strongly recommend visiting the Rested Experience @ The Sleep Loft in person so that we can work with you to select the right products to improve your sleep and purchase with confidence. That's what we are here for.....

Online Store Returns

We hope that you are absolutely delighted with your product, but should you wish to return an item, or cancel your order, you may do so within 14 days of receipt of the product. Any products returned must be unused, unwashed and in their original packaging. Further exclusions apply (see below).

Upon receipt of a cancellation of order in writing, by email, or via our online web platform, we will refund the cost of the item to the payment card used for the original purchase. We aim to fulfill any refunds within 14 working days of cancellation.

At Rested we are committed to providing an elevated level of customer service. In addition to the procedures below, we believe that the best way to serve our customers is through dialogue, so that we can work to find the best solution and exceed your expectations. If in doubt at any stage, please contact us and we will be only too happy to answer your query and assist where possible.

Should you wish to return an item that you have received:

Please contact us by email or phone to inform us of your intended return: support@rested.com : 0208 960 1754
Your email should state the order reference number, the product you wish to return, and the date the product was received, which we will verify with our carriers.

Please state (or discuss with us) whether you wish to exchange or refund the item.

Please send the item to:

Rested UK Ltd
Customer Service Dept
Unit 3
Westmoreland House
Scrubs Lane
London
NW10 6RE

Please include, within the package, a printed copy of your original purchase order, which you will have received by email at the point of purchase. Please mark clearly/highlight the items you are returning.

Please obtain a proof of postage receipt, which can be obtained from your local Post Office, free of charge, upon posting of the item. We can not accept any responsibility for items unless you have this certificate.

In the case of refunds or exchanges where the item is deemed to be faulty or defective in manufacture, we will refund the cost of return postage up to a maximum of £5.95. We will not charge postage for the sending of an exchange item where the original item is deemed to be faulty or defective in manufacture. We will not meet the cost of postage of items to be exchanged for any other reason. In all other circumstances, we are unable to refund any postage costs.

We can accept returns or deal with exchanges in person at our store location. Please contact customer services should you wish to do so.

Further exclusions:

A key aspect of Sleep Engineering is the hygiene of the bedroom environment. Our clients expect that from us, and we are committed to deliver products of the highest hygiene standards. For this reason, our online products are provided 'security and hygiene sealed'. Subject to your standard legal rights we are unable to accept certain returns for hygiene reasons, as follows:
Pillows & Duvets (Quilts), where the outer packaging security seals have been opened.

Items from @Aroma or Hollandia Sense ranges, where the packaging seals have been broken.

Any items from the Bed Linens range that are not within their original packaging or show signs of usage or having been placed on a bed.

Your statutory rights are not affected. In the event you have received a product that you believe to be faulty or defective, please contact our customer services department directly. Contact details are shown above.