

## Return Policy

**The Waterbed Guy** Will sell only the highest quality goods, but we understand that sometimes unforeseen problems can arise, so we offer a 30 day exchange or return policy. Returns will only be accepted with a return authorization number. If you wish to return an item, **contact us** with your original invoice number and the reason for the return.

When we receive your information, you will be sent a return authorization number and how to ship the order back to us. Be aware that all returns are subject to a 15% restocking fee plus any original shipping charges even if your order was shipped free. We will notify our shipper to pickup what you are returning, and you are responsible for these charges, plus the initial shipping charges, plus the 15% restocking fee. Any return sent back to us without a return authorization number, or sent to us collect, will be refused and sent back at the customers expense. Any returned goods must be in original packaging and cannot have been used in any way. A waterbed mattress that has been already filled will be considered used and cannot be returned for any reason, even if it has a leak. First fill leaking watermattresses are covered under warranty, and will be replaced. Waterbed heaters, waterbed sheets, and water mattress pads are exchange only. Hardside water beds, padded rails, drawer bases, hardside comfort covers, softside waterbeds, softside watermattresses, and softside covers are not returnable because they are special order merchandise and do not ship from our warehouse. Water bed conditioner, patch kits, and fill & drain kits cannot be returned, they are sold as a final sale only, air mattresses, all air beds parts are subject to a 35% restocking fee plus original ship charges because the shipper will not allow us to return the merchandise. Due to of the high cost of shipping, any order that we ship that is refused will result in a 50% restocking fee.(this does not apply to any damaged goods)-plus any original shipping costs.



Please make sure to double check your order before submitting it to us. if you should order the wrong size, or provide us with an incorrect shipping address, it shall fall under our above restocking fee policy.