# Order & Delivery Acknowledgement

Thank you for choosing Sleep H2O for your new sleep system and home furnishings. We are fully committed to your satisfaction and support to ensure that your expectations are fulfilled. Please review the following information regarding our ordering, delivery / installation, and warranty policies below.

**Drop Ship Orders**

Any item(s) that are to be ordered from our supplier(s) and drop shipped to the customer's residence are required to pay the full price of the purchase plus shipping up front. Any personal cancellations before the item ships will surrender 50% of the purchase order amount before sales tax. All orders take 2-3 weeks to fulfill and arrive at your shipping destination unless otherwise noted from management:

- Week 1: Order is placed with Sleep H2O. The order is processed with our supplier the following business day (Monday-Friday). The supplier will produce the mattress and all components with the order and create the shipment (almost all of our sleep systems are made to order).
- Week 2: Tracking info is produced and will be shared with the customer. Mattresses ship via FedEx Ground, and any hard side furniture or adjustable bases ship via LTL Freight.

Estimated arrival dates are subject to change due to product availability, logistical delays, inclement weather / natural disasters, holidays, and store operating hours. If an order takes more than 21 days to process from our supplier and has not shipped, an order cancellation can be requested for a full refund.

**Stock Orders (New Caney, TX In-Store Only)**

Items in stock can be picked up or delivered at your convenience (see delivery for more information). Orders can be picked up during all hours of store operation.

**Delivery (New Caney, TX Store Only)**

Threshold & White Glove delivery services are available:

**- Threshold Delivery –** Delivery of products, no installation. Items will be dropped off in the 1st available room / space (garage, front door entryway, etc.).

**- White Glove Delivery –** Delivery of products with full installation and trash removal. Items will be installed in room of choice.

2 hour delivery appointments will be set up at the time of purchase. In the event something causes a delay, we will contact you with an update. Fees will vary based on the traveling distance, delivery load size, and installation services required. If a delivery attempt is made during the 2 hour appointment window and no one is home, a re-delivery fee will be charged. Existing furniture must be removed from the installation area before delivery – we are not permitted to move any items not associated with Sleep H2O.

**Returns & Exchanges**

Almost all of our sleep products are hand made to order. Returns of merchandise are as follows:

- If the item(s) have not been opened from their original packing material (completely unused), they are eligible for a partial refund/return to our New Caney, TX store location within 14 days of the item being delivered. Customer is responsible for the cost of the return shipping. Any approved return by management is subject to a 25% restocking fee.
- If the item(s) have been opened, used, assembled, filled, slept on, etc., they are not eligible for return unless otherwise approved by store management.

Exchanges can be made at the management's approval under the following circumstances:

- Item(s) arrived damaged from the shipping carrier
- Item(s) are not functioning properly as intended / defective

To register your warranty for your purchase, please fill out the following form in the link provided:
https://innomax.com/warranty-registration/

To process a warranty claim for your purchase, please fill out this form in the link provided:
https://innomax.com/warranty-claim-form/

Have questions? Please contact us below:

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