



McRoskey.com

McRoskey Mattress Company

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No Return Policy – Mattresses, Box Springs & Foundations

The McRoskey Mattress Company has a no return policy on its mattresses, box springs, comfort enhancers, foundations and adjustable bed bases.

Limited Exchange Policy

You may exchange your original selection to a different comfort or size up to 30 days after receipt of your order, for a fee of 25% of the original price of the item to be exchanged. This fee includes local delivery and takeaway.

- *Before you make the exchange decision, sleep on your new mattress and/or box spring for two weeks.*
- *If you wish to consider an exchange, come in to a showroom to make another selection.*

Details of the exchange limitations:

- Your new selection must be made within 30 days of receipt of the original shipment. **No exceptions.**
- Exchanges are limited to standard sizes only: Cot, Twin, Twin Tall, Double, Double Tall, Queen, California King or Eastern King.
- Special sizes and/or special constructions cannot be exchanged.
- Damaged or soiled items cannot be exchanged. Examine your original items carefully before requesting an exchange.
- If the delivery company finds product to be damaged or soiled at the time of pick up, there will be a service charge for their call, and the delivery company will not make the exchange.
- If you select a higher priced item, the additional price is charged, and you receive full credit for the original item
- If you select a lower priced item there is no price refund.

Limited Exchange Policy

- Outside of the delivery inclusive areas, transportation costs to deliver the new product and to pick up the old product are additional costs, and are the responsibility of the customer.
- On orders requiring cartons, cartoning costs to deliver the new product and return the old product are additional costs and are the responsibility of the customer.
- **Only one exchange is offered. Choose your selection wisely.**

Merchandise Exchange and Store Credit Policy

- Unused bed linens, mattress protector pads, toppers, blankets and throws may be exchanged or returned within ten days for store credit.
- Pillows, duvets and featherbeds are final sales. They may not be returned or exchanged.
- Special sizes, altered merchandise and marked down merchandise are final sales. They may not be returned or exchanged.
- Metal bed frames may be returned for full refund within one year of date of delivery only if they are in perfect condition and are accompanied by all their parts.