

Returns Policy

Our policy lasts 30 days. If 30 days have gone by since your purchase, unfortunately we can't offer you a refund or exchange.

To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging.

To complete your return, we require a receipt or proof of purchase.

There are certain situations where only partial refunds are granted: (if applicable)

- * Any item not in its original condition, is damaged or missing parts for reasons not due to our error.
- * Any item that is returned more than 30 days after delivery
- * Bespoke products like mattress made specifically for an order.

Refunds (if applicable)

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

Late or missing refunds (if applicable)

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted.

Next contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us at sales@fastasleep.co.uk.

Sale items (if applicable)

Only regular priced items may be refunded, unfortunately sale items cannot be refunded.

Exchanges (if applicable)

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at sales@fastasleep.co.uk and send your item to: 5 Windmill Court, Antrim, BT41 2TX, United Kingdom.



Shipping

To return your product, you should mail your product to: 5 Windmill Court, Antrim, BT41 2TX, United Kingdom. Alternatively we can arrange collection of the goods from your premises but there may be a charge for this. We will notify you of any charges at the time

Shipping costs are non-refundable. If you receive a refund, the cost of return shipping may be deducted from your refund, we will always notify you of this before return of goods.

Depending on where you live, the time it may take for your exchanged product to reach you, may vary.

If you are shipping an item over £100.00, you should consider using a trackable shipping service. We don't guarantee that we will receive your returned item.

Damages / Shortages

Damages and shortages must be notified to us and to the carrier in writing within 3 days of receipt of goods.

Warranty

We offer a one year warranty against defective materials or workmanship from date of despatch from our works.