

InovaBed.com Online Sales Return Policy

With our simple return process, you can shop our website worry-free!

If something doesn't work out, you can send it back within 30 days of delivery.

Terms & Conditions:

- This return policy only applies to stock items ordered through www.inovabed.com. It does not apply to Custom Orders placed through our Contract Sales Department. Custom orders are non-returnable and non-refundable.
- Return process must be started within 30 days of receiving your item.
- Product must be in new or unused condition, with all original product inserts and accessories, and in original packaging.
- Shipping costs will be the responsibility of the customer in cases of buyer's remorse returns, such as an item didn't fit, didn't like the color/quality, changed your mind, ordered by mistake, bought it somewhere else, etc.
- We will refund the full cost of the merchandise and shipping charges if the return is a result of our error or defective product.
- Once we provide a return authorization & shipping documents, you must ship the product as soon as possible, so it arrives at our facility within 45 days of original delivery.
- We inspect all returned items and will refund you based on the condition of the item. We issue a partial refund for opened or used products.
- If we send you a replacement item, we need to receive the original item at our warehouse within 30 days of you starting the return process. Otherwise, we will charge you full price for the replacement.

How to Return an Item:

Email Support@inovabed.com with your Order #, Reason for Return and Best Way to Reach You. A Customer Service Rep will reply within 24 business hours. OR 1-518-861-3400 and ask for the Project Management Team. Please have your information readily available.

Defective Product and Returns Due to Our Error:

If there is a mistake with your order, or products arrive defective/damaged at the time of receipt, we'll make it right by doing one of the following;

- Sending replacement parts

- Replacing the product entirely
- Covering applicable return shipping costs
- Issuing a refund if applicable

If the product is returned due to buyer's remorse, or for reasons unrelated to a manufacturer defect, all return shipping fees and credit card fees will apply and/or a partial refund may be issued.

Products Returned After 30 days:

Did you miss the 30-day return window? Great news! You may still start a return after 30 days, but you may only receive a partial refund depending on the following:

- Condition and/or age of the merchandise
- Cost of the original and/or return shipping charges deducted from your refund

No returns will be accepted after 90 days of delivery.

Products Not Covered by this policy, such as Custom Orders:

If you placed a custom order through our Contract or Hospitality Division, typically through a Sales Rep., those custom products are not returnable, nor refundable. Inova may accept returns of those goods under special circumstances; to discuss the possibility please contact your Sales Rep or the Main Office at 866-528-2804.