

REFER A FRIEND

Refer a friend or family member and receive free credits towards accessories or future purchases.

SHIPPING & DELIVERY

The CitiSleeper – Slide Away Bed System and accessories arrive by Federal Express or UPS. Tracking numbers will be provided for purchaser to monitor shipment progress. Purchaser agrees to sign and accept delivery of all components of this system. Please report any shipping damage within 48 hours of acceptance of shipment.

LIMITED WARRANTY

We stand behind our Quality Craftsmanship. We proudly offer a Limited Warranty covering defects in materials and workmanship for all of our mechanisms for the original purchaser. We will repair or replace any defective part without charge for a period of 1 year. This Guarantee covers defects in materials and workmanship, under normal home use. All of our mechanisms are guaranteed providing the product has been properly installed according to our installation instructions. Misuse, abuse, neglect, accidents (or other “acts of GOD”) or improper installation will void this guarantee. No other warranties are implied. To the maximum extent permitted by law, we disclaim all other warranties, either express or implied, including but not limited to implied warranties of merchantability and fitness for a particular purpose. We shall not be liable for consequential or incidental damages. Buyer’s sole remedy shall be limited to replacement of damaged or defective parts. This limited warranty gives you specific legal rights which may vary from state to state.

RETURN POLICY

Returns and cancellations are accepted on new, uninstalled items in new condition. Because of the custom nature of each order we sell, if you decide to return your order there will be a 25% restocking fee plus all shipping cost. All orders returned because delivery is refused will result in a 25% restocking fee. A Return Material Authorization (RMA) must accompany all returns and cancellations. Please inspect shipment for damage upon delivery. Contact us within 48 hours of delivery for free replacement of any cabinetry part damaged in shipping. This is a no refund policy.