

Unless stated otherwise at the time of purchase, all items sold by Wallace Flynn Inc. are brand new, unused, and are manufactured to the highest of standards. All reports of shipping damage or discrepancy, including wrong items or missing items, should be reported by email within 24 hours of delivery. Wallace Flynn Inc. may request that the customer provide images of the product and package as it was received to expedite processing of claims. By submitting your order to us, whether online, by phone, or in writing, you acknowledge that you have read and agree to these terms and conditions.

Order Cancellations and Changes: All requests for order changes, address corrections, or order cancellations should be made by telephone by calling 336-781-0504, or by emailing support@wallaceflynn.com, Monday-Friday 9am-5pm Eastern USA Time. When you call, you must have available a copy of your order confirmation, with your name, order number, items purchased, and contact information. Orders can only be cancelled or adjusted prior to shipment, so it is critical that you contact us as soon as you identify the need for an adjustment. Order changes and cancellations are subject to certain important conditions and limitations, please read them carefully:

- Cancellations or changes must be called in during regular business hours or submitted in writing by email.
- Order cancellations and changes will not be accepted for orders already shipped or processed.
- Refunds will be issued in the same fashion the order was paid.
- Order cancellations and changes will not be accepted for custom orders or for items procured specifically for customer's use. All sales are final for custom orders.
- Refusing delivery is not a form of order cancellation or return. Once the order has shipped, you must follow our standard return policy.
- Orders will be shipped to the address provided by you when ordering. Any address changes must be made prior to shipment.
- We reserve the right to cancel any order.

Returns and Exchanges: Unless otherwise stated, items ordered from Wallace Flynn Inc. may be returned for refund. Prior to returning the product, you **MUST** receive a Return Merchandise Authorization (RMA) number. This number must be clearly written on the outside of the product packaging, as well as written on a copy of the invoice which you place in the box. Products returned for a refund must be in new, unused condition, original packaging, and must include all original items, including hardware, documentation, instructions, and other accessories. All returned merchandise is subject to inspection upon receipt by Wallace Flynn Inc. Returned merchandise which is damaged or incomplete may be refused or assessed a restocking fee.

- All return and exchange requests require prior authorization and must be submitted in writing by email within 30 days of receiving the product. Request your Return Authorization number by emailing: support@wallaceflynn.com
- You must return the product to us **AT YOUR EXPENSE** (this includes all packaging materials and shipping costs). You may not use our shipping accounts to return products; refusing delivery of an order is not an acceptable form of return.
- Shipping and handling charges are not refundable. For orders which qualified for Free Shipping, the actual cost of shipping and handling will be deducted from your refund.
- Unless otherwise notified when requesting Return Authorization, returns will be assessed a restocking fee (based on a percentage of the order value), according to the following rules:
 - **10%** - All items in new, unopened packaging
 - **15%** - Items in new condition yet opened
 - **20%** - Items returned damaged, obviously used, or missing parts
- If returned merchandise is lost or damaged during transit back to us, your refund may be reduced or denied. Because of this, we recommend using an insured service when shipping your return.
- Detailed product information, including measurements and photographs, are published on the website, and it is your responsibility to ensure you order the correct item. We encourage you to contact us by phone or email, prior to ordering, with any questions.
- Unless you were provided a different address when requesting Return Authorization, returns should be shipped to:

Wallace Flynn Inc.

ATTN: Returns Department

1407 W. Green Drive

High Point, NC 27260

- Refunds will be issued in the same fashion the order was paid.
- To request your Return Authorization number, or for questions related to the return policy, please email support@wallaceflynn.com



Our Goal: Everyone at Wallace Flynn wants to make sure you are completely satisfied with your purchase, and that everything was delivered as ordered. We take pride in the quality of the products we sell and offering a great customer experience is our top priority. Most items purchased from Wallace Flynn can be easily returned for replacement, or a refund. If you need assistance with your new items, or feel you may have ordered the wrong item, please contact us for support by calling 336-781-0504 or emailing support@wallaceflynn.com.

Return Policy – Product Restrictions: Certain types of products sold by Wallace Flynn are non-returnable. Items which cannot be returned include: Bed Frames and Rails, Center Supports, Mattresses and Box Springs, Temporary Beds (Rollaway Beds, Trundle Beds, Sleeper Sofas), Adjustable Beds, and Bedding. At Wallace Flynn, we strive to answer all questions and concerns prior to an order being placed. We encourage you to contact our support team so we can help ensure you receive the right product the first time.

Damaged / Defective Items and Incorrect Shipments: In cases of shipping damage, defective products, or shipment discrepancies, resolution can often be expedited by providing images of the damage or defect (along with a clear description of the problem) in an email to our customer support team. Once we receive this information, we will provide parts or replacement items as necessary to complete the order. If you receive a shipment which appears to be damaged, make a note of the damage with the carrier before signing for the package.

Who Covers the Shipping Costs? In cases where items arrive in damaged or defective condition, we will either arrange for return shipping or ask that you dispose of the product, as deemed appropriate. We do not reimburse or provide credit for return shipping costs. If a product is damaged or defective, you should make arrangements with our Support team prior to returning anything to us.

For all other cases, shipping costs are the responsibility of the customer. For orders which qualified for Free Shipping, the actual cost of shipping and handling will be deducted from your refund.

Restocking Fee: Unless otherwise notified when being issued your Return Authorization number, returns will be assessed a restocking fee. This fee is a percentage of the order total, based on the following rules:

10%	- All items in new, unopened packaging
15%	- Items in new condition yet opened
20%	- Items returned damaged, obviously used, or missing parts

How to Request a RMA (Return Merchandise Authorization): Contact our Customer Support Team by clicking the “Support” tab at the bottom of the website, or by sending an email to support@wallaceflynn.com. You must make this request within 30 days of receiving the shipment. Be sure to specify which items you wish to return and indicate a reason for returning. Specify whether you are requesting a refund or exchange, and if requesting an exchange, which item you would like to exchange for. Be sure to include your name, order number, and contact information to expedite processing.

How the Returns Process Usually Works:

- 1) Submit your RMA request by sending us an email to support@wallaceflynn.com
- 2) You will be emailed an RMA Number and return instructions.
- 3) Write your RMA number clearly on the outside of the package and include a copy of the original order paperwork inside the box.
- 4) You will be notified by email once your return has been received and your refund has been processed.

COVID-19 UPDATE ON Merchandise Returns

Because of new guidelines and restrictions regarding the Corona Virus pandemic, returned merchandise will be quarantined three to four weeks, or until suitable sanitizing protocol is established. Personal products that come in bodily contact will no longer be accepted for returns. Please insure you order what you need, read the product description fully. Do not rely on just looking at the picture or making assumptions.

We are also available to answer questions via email — support@wallaceflynn.com or telephone, when available— 336-781-0504