



REFUND AND RETURNS POLICY

Thank you for purchasing products at Westend Bed Company and Marshall & Stewart. Our Returns, Refunds and Exchanges Policy is set out below:

1. Where goods are purchased from the store, and you change your mind following the order and payment and where goods **have not** yet been ordered from the manufacturer, a refund is not obligatory. However, we will allow a 48hour cooling off grace period where at our discretion a refund may be authorised.
2. Where goods are purchased from the store, and you change your mind following the order and payment and where goods **have** been ordered from the manufacturer, a refund is not obligatory. However, we will allow a 48hour cooling off grace period where at our discretion a refund may be authorised. In this case, there will be a 10% administration fee.
3. Where goods are purchased from the store, ordered and supplied to you, and you change your mind at the delivery point or following this, a refund is not obligatory. However, at our discretion a refund may be authorised. In this case, there will be 30 % administration and re-stocking fee.
4. Where goods are purchased from the store, ordered and supplied to you, and there is a fault, or goods are not in accordance with your order, we reserve the right to inspect, or request the manufacturer to inspect the goods prior to further action. The manufacturer may authorise a replacement. However, you reserve the right to request a refund. In this case goods must be returned forthwith in the same condition as received and undamaged or unsoiled, to our company at 215 Upper Richmond Road West, East Sheen, SW14 8QT. Our delivery team may be able to assist you, for a fee, to be arranged with our sales staff.

In all cases, note that refunds may only be issued to the **same card** used for purchase and once cleared funds from your payment are received in our bank. This may take 7-10days following your payment. Thereafter it may take 5 to 10 business days for a refund to show up on your credit card statement. Where a card payment incurs a commission from the provider (eg Amex) charged to Westend Bed Company, you will be liable for this cost. Our sales staff will summarise this for you.

For your peace of mind, our staff are available to assist with any questions. Please call 02077232925, or, email brent@westendbedcompany.com

For further guidance, see: [Accepting returns and giving refunds: the law - GOV.UK](#)

Yours Sincerely
The Team at Westend Bed Company