

MATTRESS POLICIES

Holy Lamb Organics

ORDER CONFIRMATION

You will receive a confirmation of receipt of your order within one business day. If you do not receive one, please contact us immediately.

ESTIMATED SHIP DATE

Your order will be confirmed with an Estimated Shipping Date. The average lead time for a mattress is:

All Wool Mattress- 3-5 weeks

All Other Mattresses- 5-7 weeks, please allow up to 12 weeks for a Twin-XL or California King Mattress

SHIPPING & COSTS

You will be notified when shipping occurs. Shipping is FREE if it is shipped directly to the Holy Lamb Organics showroom in Oakville, WA. If you would like it shipped directly to your door it will be a flat fee of \$200. This fee will be billed separately. Each additional mattress, box spring and foundation will be billed at \$25/each.

BACK ORDERED ITEMS

If for some reason we are not able to fulfill your order in a single shipment, any items that were not shipped will be back ordered. Back ordered items will ship once we have the product in stock. Product not in stock may take up to 7 weeks for delivery. We will notify you immediately if there is a back ordered item.

FOUNDATIONS & BOX SPRINGS

Foundations & box springs are only to be used with the latex & spring mattresses. Therefore, they will not be sold individually or for use with any other mattress besides the latex & spring mattresses provided from Holy Lamb Organics.

CANCELLATIONS

There are no order cancellations or changes once order is placed. Some exceptions may be made when possible. Please call us immediately if you foresee any changes or possible order cancellations so that your order can be put on hold. There will be absolutely no order cancellations or changes on custom orders.

RETURNS

For sanitary reasons we are unable to accept returns of any **used** mattress, box spring, and foundation. We strive to protect all of our customers and appreciate your cooperation and understanding of this matter. If you wish to return a mattress, foundation or box spring, you must contact our office within 30 days of receipt of purchase and receive a Return Authorization Code prior to shipping it back to Holy Lamb Organics.

“USED” DEFINED: It is okay to open the box, but the double-wrapped plastic packaging must remain sealed and intact in order to enable a return. Otherwise, this item will be considered as “used”.

20% HANDLING FEE: Items that are unopened and in their original packaging may be returned for a 20% handling fee.

RETURN SHIPPING CHARGES: Shipping charges for non-damaged product is the responsibility of the customer.

REFUNDS: Refunds will not be processed until the item is received and its condition has been confirmed. Returns without return authorization numbers will take longer to process. A Return Material Authorization form is included for your convenience. Refunds for non-damaged product will be processed in the form of a credit memo. Credit memos will include the price that the mattress was invoiced for minus the 20% handling charge and shipping charges.

THE ALL WOOL MATTRESS IS NON-RETURNABLE: Please see the Warranty for specific information regarding this particular mattress.

LATEX REPLACEMENT PIECES: For the Charles Collection (Latex 8” & Latex 10” Mattresses), we do sell single pieces of latex at cost. If you are dissatisfied with the feel or firmness level of your mattress, please contact our office immediately so we may help figure out a solution.

DAMAGED PRODUCT

If the package has been damaged during shipping and is noticeably damaged from the outside, you must refuse delivery. Please contact our office immediately to have new product shipped out. If the item is found to be damaged once the box is opened, please contact our office within 10 days of receipt of goods for a Return Authorization Code. Please refer our Warranty Policy.

We request that you provide us with the following information:

- (a) Quantity of items to be sent back
- (b) Model and size of mattress to be sent back
- (c) A picture of the damaged mattress
- (d) Delivery date

SHIPPING CHARGES: All shipping charges are the responsibility of the customer until damage is confirmed. All or partial shipping charges may be refunded at the sole discretion of Holy Lamb Organics. Shipping charges for non-damaged product is the responsibility of the customer.

REFUNDS: Refunds for mattresses confirmed as damaged will be processed in the form of a credit memo or a replacement piece at the discretion of Holy Lamb Organics. Credit memos will include the price that the mattress was invoiced for and shipping charges if applicable. Any refund of shipping charges will be at the sole discretion of Holy Lamb Organics.



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