

Returns & Policy

Your Dream Furniture has Arrived!

Many quality steps are taken to ensure your products arrive to you in excellent condition. It is very important you inspect the purchase upon arrival. If you have any questions, please feel free to contact us.

Tips: You have two weeks to decide if an item is right for you. Please keep the original packaging before you decide to keep the product.

Buy with Confidence: 100-Day Limited Trial

We are confident in our quality. Vonanda sofa bed is made of selected high-density sponge, at first, you may feel a little supportive. But trust me, it will become comfortable over time - which is why we're offering a 100-day limited trial. Vonanda's shopping survey shows that 95% of customers were satisfied with the sofa bed and kept it after a 100-day limited trial.

However, if you would like to return it before then, please reach out to service@vonanda.com and one of our agents will assist you with your return. We do not offer free exchanges for sofa beds.

We're on a mission to help reduce furniture waste. That's why we recommend donating or recycling your sofa bed to a local organization.

Return Eligibility for 100-Day Limited Trial

Sofa bed returns are free only if the sofa bed it's in good condition. If the sofa bed is damaged, defective, or unsalable it's a \$100 pick up fee.

The pick-up fee helps us offer fast, free shipping and reduces waste from 'trial' customers. It's always our goal to operate efficiently and pass those savings on to you.

How to Initiate a Return

Please feel free to contact us here at "contact seller". Also, you can reach out to service@vonanda.com and one of our agents will assist you.

Returns

You can return your Vonanda product for any reason — even if you just changed your mind. To ensure a successful return, please make sure that your piece is in as-new condition, and that you have the original packaging on hand.

All returns must be made with the original Vonanda packaging. If you do not have the original packaging on hand, there is an additional \$50 repackaging fee per item. For some smaller items, there is an additional \$19 repackaging fee per item.

Tips: Just like most return policies we are only able to accept returned items that are in original packaging and like-new condition. This means that products with any scratches, stains, damages, modifications, or without proof of purchase cannot be returned.

Before the item arrives at the warehouse, please kindly wait for it. When the item is back at our warehouse, it will be inspected by our team. If the item is in good condition our team will issue your full refund or issue a refund less repackaging fees (if applicable).

Returns with the original receipt will be refunded in the original form of payment. We'll be sure to keep you updated and email you when we have processed your refund. And usually will take 12-24hr to appear in your account, depending on the platform's processing speed.

1-year Limited Warranty

Our manufacturer's warranty covers defects in materials and workmanship for one year from a product's date of delivery. If you experience issues with your Vonanda piece, please let our team know. We will organize replacement parts, repairs, and, in necessary cases, complete replacements. Of course, defective or damaged orders are covered by our warranty and aren't subject to any return shipping fees. For those cases, check out our warranty information below.

1. Defective or damaged items
2. The frame is damaged and cannot be used

INELIGIBLE ITEMS: Items damaged through normal wear and tear

Vonanda warrants your product against defects in workmanship and materials. In the unlikely event your piece arrives to you in less than perfect condition, please get in touch. To help us assess the issue, please add the following information according to the case.

——**PRODUCT DAMAGE**——

1. Original proof of purchase (order number)
2. Photograph the product information label, which is located on the underside of the product.
3. Photograph the item of issues (if clear will be great)
4. If possible, include photos of the box the product arrived in, as it may have been damaged during transport. If the issue can't be documented with photos, short videos are also welcome.

——**MISSING PARTS**——

1. In addition to providing the same information above, please provide them along with the part you believe to be missing.
2. We will send a replacement via Standard Shipping or offer a blemish discount.

Please note that our warranties are non-transferable, and cannot be extended to re-sold items. Warranties are only valid when products are used for their intended purpose and exhibit normal use. Defects or damage resulting from negligence, misuse, accidents, abnormal use, modifications, or commercial purposes will not be covered by the Vonanda warranty.

Damage After Delivery

Our manufacturer's warranty covers faults in materials and workmanship. We understand that accidents happen, and while instances of damage in the home are not covered under

our warranty, we're always happy to provide cleaning, care, and repair advice when possible.