
How Do I Return a Product?

Our goal at AirbedsOnline.com is to provide high quality goods and services to our customers at an exceptional value. However, we understand that sometimes there may be a problem. To make your shopping experience as trouble-free as possible we offer a 30 day return policy on all of our products.

How do I notify you that I want to return my purchase.

- Contact AirbedsOnline.COM to receive your Return Authorization Number (RMA NUMBER)
- Once your RMA number is created, an email with detailed instructions will be sent to you.

- Basically, this number will let us know to expect your return. It will give you a list of items that is to be returned.

- Once your return is received a separate email called a credit memo will be created. This way you will know that your merchandise was received and inspected. The dollar amount on the credit memo will be the amount that will be refunded or applied to any open orders with a balance.

- Refunds are usually processed within 5 working days after we receive your returned merchandise.

You can Request an RMA in Several Ways

- * By Phone - Call 1-800-AIR-BEDS (247-2337), Option 2 for Customer Service, then Option 1 for RMA.

- * By Email - support@AirbedsOnline.com

- * By Fax - 813-925-1448

All Returns must be sent to the following address - Even if your order was shipped from another warehouse it still has to be sent to this address: Your 30 days starts when you receive your product and not when you use the product.

AirbedsOnline.COM

"Insert the RMA Number that was given to you here"

12627 Race Track Road

Tampa FL 33626

The RMA number must be visible on the box - Any package that is sent to AirbedsOnline, Inc. without an authorized RMA number on the box will be refused.

Please be sure to purchase tracking when you send your product back. You will be responsible in the event of a lost package. For this reason we ask that you send your package back to us by UPS or FEDEX - If you elect to use the post office, you must PURCHASE delivery confirmation. Purchase enough insurance to cover the value of your return. Placing an order with our company will be your acceptance to this return policy.

Here at Airbeds Online.com we want every experience to be as pleasant as possible even if it's to return a product. This is why you will appreciate the fact that every single item that needs to be returned can be returned by UPS or FEDEX Ground. Most other mattresses are FREIGHT shipped to you and the cost of return shipping is cost prohibited.

Since the return shipping costs is your responsibility, having the ability to ship via UPS or FEDEX ground will save you hundreds of dollars. There are not restocking fees. Once we receive your product and it's in like new condition (no damage or stains) we will refund your order in full.