

Return & Delivery Policy

At Rosefoam, customer satisfaction is our priority. Please review our return and delivery policies to ensure a smooth shopping experience.

Return Policy

1. Inspecting Goods Upon Delivery

- Customers are advised to inspect their purchased goods at the point of sale or upon delivery to their premises.
- If the customer is unable to check immediately, they have up to 6 days from the date of receipt to report any damages or defects.
- All claims must be submitted to the point of sale or customer support within this period.

2. Complaints & Resolution

- If you are not satisfied with your purchase, you must fill out our *online complaint form*.
- Our customer support team will review and respond within *8 working hours* from submission.
- Any additional concerns can also be submitted through the complaint form.

3. Returns After Unsealing

- Mattresses can only be returned within 3 days after unsealing, provided they are:
 - Clean and unstained
 - Undamaged and unused
- If the mattress is soiled, damaged, or wasted, the return will not be accepted.
- Customers must follow the **complaint form process** to schedule a **field agent inspection** before returning the mattress.

4. Exchange & Size Adjustments

- If a customer purchases a mattress and later realizes it is too small, they can exchange it for the correct size.
- The customer will be responsible for transport costs for both the return and new delivery.

- The exchange will be processed according to the customer's updated request.

Delivery Policy

- For orders outside the Greater Kampala Metropolitan Area, full payment is required before delivery.

- Customers with existing accounts or registered wholesalers may negotiate payment terms based on agreements with the regional coordinator.

- Commitment fees may apply for clients with pre-existing accounts, as arranged with their assigned sales representative.

For further assistance, contact our Customer Support Team or visit the nearest Rosefoam showroom.

Rosefoam – Quality Sleep, Hassle-Free Shopping!