

Return Policy

If you are not entirely satisfied with your purchase, we are here to help.

Claims:

Goods are sold subject to the standard manufacturing practices of Seller's suppliers. Claims by Buyer for shortages or errors in delivery must be made within thirty (30) days after the delivery.

Returns:

Goods must be returned within 30 days of receipt. If 30 days have gone by since you received the product, unfortunately, we can't offer you a refund or exchange.

Your item needs to have the receipt or proof of purchase.

You will be responsible for paying for your own shipping costs for returning your item.

No goods shall be returned for credit without first obtaining written approval by emailing orderdesk@comfortrelease.com and include your name, purchase date, receipt copy, and reasons for returning.

Exchanges:

We only replace items if the product is defective or damaged to be unusable.

Damaged boxes are not reasons for exchanges or returns.

If you need to exchange it for the same item, send an email and request to orderdesk@comfortrelease.com and include your name, purchase date, receipt copy, and reasons for exchange.

Shipping:

To return or exchange your product, you should mail your product to:

12870 Trade Way Four #107-314

Bonita Springs, FL 34135

You are responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable.

Depending on where you live, the time it may take for your exchanged product to reach you may vary.

You should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.