



General procedure for questions and requests:

1) General process for any issue/request regarding your bed loft:

- Please visit www.bedloft.com, and select "Need Help? Click here for Service."
- Log in to your account and select the "Service Ticket" tab. Select the "Add Service Ticket" button in the top right corner
- Describe your issue/request there.
- A member of the Bedloft.com team will contact you to notify you of the procedure for your school.

2) Refund rates for cancelling your bed loft order:

- If you cancel your order BEFORE the first day of class, you will receive a 100% refund less the restocking fee (as outlined in the Rental Agreement Terms & Conditions).
- If you cancel your order AFTER the first day of class, your refund will be prorated less the restocking fee (as outlined in the Rental Agreement Terms & Conditions):
 - * 1st week of school: 75% refund
 - * 2nd week of school: 50% refund
 - * 3rd week of school: 25% refund
 - * 4th week of school and after: No refund



FAQS

I need to have my loft installed/removed/repared. What do I do?

Please visit www.bedloft.com, and select "Need Help? Click here for Service." Log in to your account and select the "Service Ticket" tab. Select the "Add Service Ticket" button in the top right corner and write what it is you need done. Bedloft will contact you to find a time to come to CSB and work with your bed loft.

I need to have my loft installed/removed/repared but I am not available when Bedloft is. What do I do?

Create a service ticket as normal. In the comments section, have Bedloft contact Residential Life to act as a proxy. Then please email Residential Life at housinginfo@csbsju.edu with instructions as to what you are requesting Bedloft to do, when and that you give Residential Life permission to be your proxy. We will accompany Bedloft into your room to install/remove/repair the loft.

I am changing rooms;-can I take my bed loft with me?

Please visit www.bedloft.com, and select "Need Help? Click here for Service." Log in to your account and select the "Service Ticket" tab. Select the "Add Service Ticket" button in the top right corner and notify us that you are changing rooms. A member of the Bedloft.com team will contact you to notify you of the procedure for your school.



FAQS

I have already received my bed loft, but I don't want it anymore - what should I do?

If you decide that you no longer want your bed loft, please visit www.bedloft.com and select "Need Help? Click here for Service." Log in to your account and select the "Service Ticket" tab. Select the "Add Service Ticket" button in the top right corner and notify us that you wish to cancel your order. A member of the Bedloft.com team will contact you to discuss the cancellation procedure.

Your refund will be prorated less the restocking fee (as outlined in the Rental Agreement Terms & Conditions):

- 1st week of school: 75% refund
- 2nd week of school: 50% refund
- 3rd week of school: 25% refund
- 4th week of school and after: No refund