

Pictured below is our Hook In Bracket which is available 2 ways: To be connected to the headboard end of the frame or at both ends connecting to both the headboard and footboard. The connection(s) have two hooks that slide down into and a vertical slot of a headboard or headboard and footboard. The 2 hooks of the hook in bracket at the end of the metal side rails then securely anchor to the bed together by resting over 2 steel pins mounted inside the leg of a wood headboard or wood headboard and footboard. Fits most hook in type beds. Check the fit for your bed by printing out this template. Below is our **(STL Beds Frame Return or Exchange Policy)**



STL Beds Frame Return or Exchange Policy

While items can be returned or exchanged to avoid all incurred shipping charges we recommend shoppers before buying our bed frames/parts to completely read all the specific product information on that page for that item before ordering. If you have questions about connections, fit, any doubt whether or not it will work and fit, please call us at 1 888 785 2337. We are family owned and respond to all questions during regular working hours (listed below).

Damaged or missing pieces

Call STL Beds immediately at 1 888 785 2337. You must notify STL Beds within 15 days of receiving your damaged or missing parts order so we may file a damage claim or ship replacement parts.

How much does shipping cost?

As long as the bed frame or frame part is kept, the only cost you pay is the cost of that item. UPS ground shipping is included and paid for by STL Beds when you keep the item. This does not include extraneous locations such as islands, remote and hard-to-get-to areas. If you determine the item does not fit or you would like to return the item(s) all costs incurred by STL Beds including the original delivery fee and the return of the item will be deducted from the refund. Please note: **Shipping is Free only if you decide to keep the item(s) you order.**

Do you ship outside of the United States?

STL Beds currently only delivers bed frames and parts to the continuous 48 United States

What method(s) of transportation do your products ship?

UPS Ground Shipping
USPS United States Postal Service

Is express shipping available?

Yes, please call STL Beds for a fast free quote 1 888 785 2337: Overnight, 2 Day, or 3 Day expedited services and price quotes are just a phone call away.

How fast will I receive my product?

We process all frame / parts orders in 1 - 2 business days. UPS ships to most areas of the USA within 1- 5 business days. **Please Click Map** for approximate number of delivery days to your state. STL Beds is not responsible for shipping delays. UPS Delivery Exceptions do occur for a number of various reasons and are out of our control.

When my package is delivered do I need to be home?

Our standard free ground shipping does not require you to sign. Packages will be left in places that are protected from the weather. If the driver believes it is not safe to leave package it is out of STL Bed's control. Packages are typically left on front porches, in doorways, and near garages. Those who would prefer signature for their orders please let us know either by phone or indicate this request in the checkout process, an available person and signature would then be required to receive the package. There is an additional cost for the signature service.

How will I know when to expect my order?

On business days within 1-2 days of receiving your order STL Beds will send you tracking information via the email you provided if shipped by UPS Ground. We will send a confirmation of shipment on all packages shipped via the United States Postal Service but it will not include tracking information. Please feel free to visit www.ups.com and enter the tracking number to follow the progress of your delivery. Questions, concerns or special requests please call 1-888-785-2337

What to expect when receiving a new bed frame.

- **Assume box damage.**
- **You can expect a bed frame that isn't pretty.**
- **You will receive a usable sturdy frame.**
- **Chances are you will see scrapes & scratches in the finish.**
- **Expect to use a bed skirt.**

Assume box damage-

Each frame has been boxed to protect it from countless times of being handled in the loading and unloading process. The box will travel miles of conveyor belts and be rubbed, banged, and bumped. Due to a frame boxes' awkward shape and weight boxes, they are extremely hard to ship.

You can expect a bed frame that isn't pretty-

Our frames are made from recycled high carbon rail steel. For this reason the frames design is tougher than nails. You can barely cut it, drill through it, or weld it. It is for this reason bed frames are not pretty and while yes the frame pieces are painted, by the time they reach you should not expect a pristine finish or anything even close to a perfect finish. Frames are the structural mechanical workhorse of a bed and must support headboards, footboards, box springs, mattress, and an adult couple. Most are not built to be pretty and for this reason they are usually covered with bedding and bed skirts.

You will receive a usable sturdy frame-

Think of a steel bed frame like you would a bridge. From a distance their amazing in what they do and what they are able to hold and support but up close it's nearly impossible to make steel look pretty. Our frames and parts are designed to last and will support your bed for years to come.

Chances are you we see scrapes & scratches in the finish-

Did we say there would be scratches, chips, and abrasions to the painted finish? Expect to use a bed skirt.

STL Beds Goes Take Precautionary Packaging Steps

How our frames are packaged-

The manufacturer of our bed frames does not prepare them for UPS or USPS shipping to keep frame costs as low as possible for the consumer and we realize this. It is for these reasons we open most boxes and inspect it in advance to be sure that all parts and pieces are included. The smallest parts such as screws, nuts, and bolts are often packaged again to assure safe arrival. Small and medium size pieces like connecting braces are anchored together to reduce sliding and moving around inside the boxes that can cause unattractive bed frames to be pointblank unsightly. When needed additional buffering material is added to absorb shock wear from accidental hard impact. Without this protection parts can bend or be damaged. Finally we use a large amount of reinforced tape to keep the boxes sealed. Some boxes are even boxed twice. These additional protective steps we take are done at no extra cost to you and reduce potential damage, missing parts and claims with the shipper.

Please be prepared to receive downright ugly box with a strong & sturdy useable bed frame inside of it.

You should contact us immediately if:

- You have questions about assembly
- Missing parts
- Frame is unusable
- Have any concerns at all

Business Hours

Mon-Fri 10-6 CST
Saturday 10-5 CST
Sunday Closed

One last check

- Our [Frame Finder](#) is designed to help you find the correct bed frame and is located on the “Frames” product page.
- **If your instructions are missing** go to the page where the item was purchased to download replacement installation instructions or learn more about the item.
- **Download and print** connecting template before you order for any frame with a hook in connection to assure our frame will fit. **(All Hook In Attachments are not the same)**
- **Read “Quick Overview”** at the top of the product page thoroughly and completely. STL Beds is not responsible for frames that do not fit.
- **Read “More Details”** in the middle to the bottom of the product page thoroughly and completely. STL Beds is not responsible for frames that do not fit.
- **Click on “Instruction Links” and “Template Links”** for important details if available.
- **Watch Videos** for important details and tips if available.

- **Review our shipping and return policy before you buy!**