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Bean Bag Refills

Foam and bean refill, prices, how much fill needed for each size bag, how to add refill, etc.

How much bean bag refill does it take to fill up my bean bag?

Amount needed to fill various sized bags

Dorm bag: 1-2 boxes of beans

Large Fuf: 4 boxes of foam

King Fuf: 5 boxes of foam

XL Fuf: 6-7 boxes of foam

XXL Fuf: 8 boxes of foam

Do you sell replacement foam or beans?

Yes, we sell both beans and foam refill options. Please click here for details.

Exchanges

Questions regarding exchanges.

Can I exchange my bean bag for something else?

If you are not satisfied with the item you received, you may exchange it for another item with NO Restocking fee! Limit one exchange per item per order. Return shipping is the responsibility of the customer.

Please see our full exchange policy at: BeanBagZone.com Exchanges

I can't get my bean bag chair back in its original box to ship back my exchange. What should I do?

As we ship our bean bag furniture in vacuum packed containers, it will not be possible to replace the chair in the same box for shipping back your exchange. You may try to put the bean bag in a heavy plastic bag and use a vacuum cleaner to suck out the air and compress the size enough to ship in a box that is small enough for economical shipping. Otherwise, find the smallest box you can possibly fit it in, and compress it as much as possible.

You may know that you want to exchange your item for another size or color before you have even opened your package. In this case, we advise you to not take your bean bag chair out of the box, as the box it arrives in is the best package to ship it back in as well.

Fuf (Foof) Chair inquiries

Find answers to your questions about Fuf chairs, cover installation, re-shaping chairs, etc.

Can I order a replacement Foof liner?

Yes. A replacement liner is \$30 plus shipping and handling.

How do I put the cover on my Fuf chair?

Please see the following instructional file PRIOR to unpacking your Fuf chair. These instructions are included in every box, however we have put it on our website as well, because it is very important to follow these directions exactly. Once you unpack your chair, and it has expanded to its full shape, you will not be able to place the cover over the top of it.

The file can be downloaded by clicking on the following link:
<http://www.beanbagzone.com/support/download.php?FLIB=1&id=1>

My Fuf chair looks uneven. What should I do?

All of our bean bags are vacuum packed before shipping. After unpacking your bean bag furniture, you may have to handle and manipulate your bean bag chairs to get them to their full shape. Some poofing, squeezing, and shifting may be required! If you have ordered a Fuf product, you may need to wait several days for the Fuf foam to expand to its full capacity as they will compress with vacuum packing.

Why do you vacuum pack the Fuf chairs for shipping?

Many of our Fuf chairs are so large that shipping would be impossible without vacuum packing them for transport. Please allow one week for your Fuf chair to expand to its full size and shape. Please also keep in mind that your Fuf chair may require some manipulation and handling in order to shape it properly.

Can I put a new cover on my Fuf chair?

Once your Fuf chair is out of the vacuum packed box and expanded to its full shape, you cannot place a new cover on the chair. The cover must be placed on the chair before it has fully expanded. If you purchase a cover to place over your expanded chair, please note that BeanBagZone.com will not honor any warranty or return of the cover, as we do not recommend purchasing a cover to place over your expanded Fuf chair.

What is the purpose of a Foof liner?

The Foof liner allows you to remove the cover when necessary. If you choose to remove the liner, some caution should be exercised when doing so as the Foof foam may not easily be removed from the cover or replaced back into the cover due to the tight fit of the filling.

My Foof Chair looks a little squashed. What should I do?

After you sit in your Foof Chair for a while, the Foof Foam will start to pack down a bit. When this happens, all you have to do toss some life back into your chair. No refilling necessary! Follow these instructions to Re-Foof your Foof Chair.

Click here to download the instructions.

General Inquiries

Find answers to questions about fabrics, cleaning your bean bag furniture, Fuf filling, etc.

My bean bag looks uneven. What should I do?

All of our bean bags are vacuum packed before shipping. After unpacking your bean bag furniture, you may have to handle and manipulate your bean bag chairs to get them to their full shape. Some poofing, squeezing, and shifting may be required! If you have ordered a Fuf product, you may need to wait several days for the Fuf foam to expand to its full capacity as they will compress with vacuum packing.

Can I get a fabric sample before I order?

Absolutely! If you are trying to match a color in your home, or simply want to see how soft the Fluffy Pink fabric is, we are happy to send you a sample of any Comfort Research fabric. Unfortunately, samples are not available for the Jaxx, Zak, or Ambient Lounge bags at this time. Please contact our customer service either by phone or email to request your sample today.

What are your bean bags stuffed with?

All of our bags are stuffed with expanded virgin polystyrene beads, recycled polystyrene, or foam. We use the highest grade material available to ensure the greatest amount of comfort.

Are colors available other than the ones featured on your website?

Some of our bean bag furniture is only available in the color shown on the website. However, it is possible to cover many of the bean bags in colors other than those featured. If you have a special request, please contact customer service to inquire about the availability of that color. You can contact us at

(800) 823-9035

, email us, or click on the Live Support link on our customer service page to find out.

Are the bean bags available in different types of fabrics?

We have many different fabrics available. Our bags are made out of premium weave, soft breathable fabric, corduroy, twill, suede, velvet, denim and vinyl. Whatever your pleasure, we have a bag designed specifically for you!

Is there any warranty?

We fully support all of our manufacturers' product guarantees. Warranty time frames vary from manufacturer to manufacturer, which include but are not limited to defects in material and workmanship for a period of one year from the date of purchase. Please visit Warranty Information for further details.

Can I mail a check for payment?

Currently this is not an available option. We accept Master Card, Visa, American Express, and Discover cards, and we also offer payment via Pay Pal.

Can you accommodate special orders?

Please call our toll free customer support line at

1-800-823-9035

and we will do our best to fulfill whatever special requests you may have.

Can special fabrics be ordered?□

We have several fabrics available for most of our furniture but we cannot at this time special order any fabrics that are not currently available from our manufacturers.

What happens if the bean bag I want is out of stock?

Demand for our bean bags has been very high and despite our best intentions, we may temporarily be out of stock of some items or colors. Our automated ordering process will not allow orders to process when items are out-of-stock.. Please contact our customer support center to find out how long we may be out of stock and when we will be able to fill your order.

Why can't I open the zipper on my bean bag? Is it broken?

Children's safety is of paramount importance to us. In the interests of protecting babies and small children from opening the beanbag and the possibility of accidentally swallowing or inhaling the polystyrene beads - we have safety locking zips as standard on ALL our bean bags. This effectively seals the bean bag and makes it difficult for children to open.

The Jaxx and Zak bags require some assembly, and therefore the zipper pull-tabs are left on the zipper until after the foam is inserted into the cover. Once you have assembled the bag, you simply twist off the zipper pull and remove it. The following download that illustrates the included child-safety zipper: <http://www.beanbagzone.com/support/admin/download.php?FLIB=1&id=2>

What is the inner liner and what is it for?

The inner liner allows you to remove the cover and change it or wash it.

What's the difference between a liner and a cover?

The cover comes in a variety of colors and fabrics and goes on the outside while the liner comes in one fabric and goes on the inside, underneath the cover.

Is the material for the liner the same as the bean bag?

No, it's made out of a thinner material.

How do I clean my bean bag cover?

We recommend spot cleaning or dry cleaning for most bean bag covers. Machine washing is only recommended for the Jaxx Bags and Ambient Lounge covers. Ambient Lounge covers should be cleaned according to the following instructions:

- Use a paper clip to open the zipper. These zippers are disabled for child-safety reasons. They are still functional, but the pull-tab has been removed so children cannot get into the bag and accidentally harm themselves

- Empty the filling into a large garbage bag
- Tuck the inner tunnel back into the bean bag cover and close the zipper
- Place the cover in a pillowcase
- Machine wash (in the pillowcase) on a cold/gentle cycle with a mild soap
- Line dry

Are the bean bags assembled when shipped?

Some of our items come assembled and some require easy assembly. If the product you ordered needs to be assembled, it will come with instructions in the package. Please keep in mind that all bean bag furniture is vacuum-packed for delivery. After removing the bean bag from the package, some manipulation or handling may be required to get it to its desired shape. Foam will compress during shipping, and the bean bags may take several days to expand to full size.

If you order a Fuf Chair with a liner, you will have to put the cover on when the chair arrives. If you order a Fuf chair without a liner, no assembly is required. Instructions for placing the cover on your Fuf chair are included in every package, and it is very important that you read these instructions prior to taking your chair out of the box. If you remove your Fuf chair from the box and let it expand before placing it in the cover, you will NOT be able to get the cover on the chair. Please download the following file to see these instructions in advance of receiving your package:
<http://www.beanbagzone.com/support/download.php?FLIB=1&id=1>

If you have ordered a Jaxx Sac or Zak Zleep System, some assembly may be required and all instructions are in the box. Please be aware that child-safety zippers are included with these items, and the zipper pull tab must be removed once the bag is assembled. The following download that illustrates the included child-safety zipper:
<http://www.beanbagzone.com/support/download.php?FLIB=1&id=2>

Assembly instructions for the Jaxx and Zac Products

CONTENTS: Vacuum Packed foam capsule, liner with child-proof zipper, designer cover
 Please follow instructions carefully:

1. Unzip liner
 2. Position in desired area
 3. Place sealed foam capsules inside liner
 4. Use boxcutter to slice open capsule (be careful not to cut liner)
 5. Remove plastic
 6. Repeat as necessary
 7. Zip liner closed
 8. Twist off childproof zipper pull (if needed, use paper clip as pull tab to re-enter liner)
 9. Place cover over liner
 10. Align zippers and close
 11. Roll, bounce & have fun
 12. Allow 2 to 5 days for full expansion
- Cover is machine washable & cold / cool dry
 Flip or fluff daily for best performance

Can you personalize my bean bag?

Yes, we offer personalized embroidery in standard upper and lower case letters for an added charge of \$30 per bag. The letters on the bag are 2" tall and we limit the number of characters to 10. Embroidery or personalization is only available for the Comfort Research products at this time.

How safe are your children's bean bags?

Considering the recent press from China, we would like to ensure our customers that our children's bean bag products from Lukon Kids are safe for your children. They are all tested and have passed

current ASTM standards. Therefore, the products, from flammability to toxicity have passed all US standards. All items are certified by an independent testing lab to meet or exceed ASTM standards.

In addition, all zippers on our products are either disabled or come equipped with Child-Safety devices to prevent children from getting inside the bean bags. If you have purchased a Jaxx or Zak product, please see the following download that illustrates the included child-safety zipper:
<http://www.beanbagzone.com/support/admin/download.php?FLIB=1&id=2>

My bean bag has a zipper. Is this safe for children?

The Jaxx and Zak bags require some assembly, and therefore the zipper pull-tabs are left on the zipper until after the foam is inserted into the cover. Once you have assembled the bag, you simply twist off the zipper pull and remove it. This zipper is designed to be a child-safety mechanism, however you are responsible for pulling the tab off once you have assembled the bag. After removing the zipper tab, you can use a paper clip if you need to operate the zipper at any time.

If you have purchased a Jaxx or Zak product, please see the following download that illustrates the included child-safety zipper:
<http://www.beanbagzone.com/support/admin/download.php?FLIB=1&id=2>

Do you offer stain-resistant fabrics?

Yes! The Fatboy Fox Signature Blue bean bag is stain resistant and cleans up easily. Many of the Jaxx Bags have machine washable covers, which makes them easy to clean.

Do your bean bags meet California Flammability codes?

Any of our Foof bags or basic bean bags made by Comfort Research have the following notice on the tag:

"This article meets the flammability requirements of California Bureau of Home Furnishings Technical Bulletin 117. Care should be exercised near open flame or with burning cigarettes."

My Jaxx (or Zak) bag came unassembled. What should I do?

Assembly instructions for the Jaxx and Zac Products

CONTENTS: Vacuum Packed foam capsule, liner with child-proof zipper, designer cover
Please follow instructions carefully:

1. Unzip liner
 2. Position in desired area
 3. Place sealed foam capsules inside liner
 4. Use boxcutter to slice open capsule (be careful not to cut liner)
 5. Remove plastic
 6. Repeat as necessary
 7. Zip liner closed
 8. Twist off childproof zipper pull (if needed, use paper clip as pull tab to re-enter liner)
 9. Place cover over liner
 10. Align zippers and close
 11. Roll, bounce & have fun
 12. Allow 2 to 5 days for full expansion
- Cover is machine washable & cold / cool dry
Flip or fluff daily for best performance

My bean bag arrived unassembled. Which foam pods should I use in my bean bags?

Product	Pounds of Foam
3-foot Sac	25 lbs
4-foot Sac	32 lbs
5-foot Sac	41
6-foot Sac	75
7-foot Sac	100 lbs
8-foot Sac	150 lbs
5-foot Lounger	41 lbs
6-foot Lounger	57 lbs
7.5-foot Lounger	82 lbs
Zleep Twin	25 lbs
Zleep Queen	41 lbs
Zleep King	66 lbs
Cocoon	41 lbs
5-foot Sphere	41 lbs

6-foot Sphere
75 lbs

Sphere Ottoman
8 lbs

All foam comes in 8 lb, 16 lb, and 25 lb Capsules. So if your product calls for 41 lbs of foam, that would be (1) 16lb and (1) 25lb Capsule. If it's a 57 lb item than it's (2) 16 lbs and (1) 25lb Capsule.

Gift Certificates

Answers to your questions about purchasing or redeeming gift certificates.

Can I purchase a gift certificate?

Gift certificates are the perfect solution for the hard-to-buy-for friend or family member! They can be purchased on our site like any other item. Place whichever gift certificate you are interested in into the shopping cart and proceed through the checkout process as normal. You can purchase in increments between \$25 and \$500. All our gift certificates are delivered via email only. If you would like to personalize them, we will deliver to your email address and then you can print out or forward via email to your desired recipient.

Gift Certificate Terms and Conditions

The following terms and conditions apply to all purchases and redemptions of gift certificates purchased or used in any manner on our Web site:

BeanBagZone.com gift certificates are valid for one year from the date of purchase.

BeanBagZone.com gift certificates may not be redeemed for cash, are not transferable to previously placed orders, or redeemed for additional gift certificates.

Sales tax (State of Colorado), will only be charged on items purchased using your gift certificate, not on the gift certificate itself.

Any discounts or promotions may not be applied towards the purchase of BeanBagZone.com gift certificate.

Any remaining funds left on your gift certificate will be held in your account for a period of up to one year from the gift certificate's original purchase date.

How do I redeem a BeanBagZone.com gift certificate?

BeanBagZone.com gift certificates can be used for any item on our site. During the checkout process you can choose the "Gift Certificate" option for your Method of Payment, enter the gift certificate number, and submit your order. In the event that the total cost of the order exceeds the gift certificate face value, we will ask for your credit card information to cover the remaining balance. If you have funds left over on the gift certificate, we will hold the funds in your account for a period of up to one year from the gift certificate's original purchase date.

I am having trouble redeeming my gift certificate online.

If you are having any problems redeeming your gift certificate online, or perhaps the person you sent the certificate to never received it, please contact us. You can call us at

(800) 823-9035

, email us, or click on the Live Support link on our Customer Service page, and we can resend the gift certificate. We will need your email address, full name, gift certificate code and order number (if available).

I lost my gift certificate number. Can I still redeem it?

If you have lost your gift certificate number we can email a copy to the original email address where the certificate was sent to. Please call us at

(800) 823-9035

, email us, or click on the Live Support link below for assistance. We will need your email address, full name, gift certificate code and order number if available.

Returns

Questions about returning an item, our return policy, credits for returns, etc.

What is your return policy?

Return Policy

We want you to be 100% satisfied with your recent purchase. Our customers are our top priority and so is your satisfaction.

Immediately upon arrival of your new Bean Bag and other accessories, inspect for any damages that may have occurred during shipping. If you notice any visible damages, please note this on the delivery receipt before the carrier leaves. If your package arrives damaged, please do not dispose of the shipping materials, and contact Fed Ex or our customer service department immediately.

Returns are gladly accepted for 30 days from date of purchase. Within this time will refund 100% of your purchase price, however you are responsible for shipping and handling charges to return the product to us. Returns in excess of 30 days from the date of purchase will be subject to a 15% restocking fee in addition to shipping and handling charges to return the product.

Return Instructions:

Contact the Returns Department for a Return Merchandise Authorization Number (RMA).

Returns received without an RMA will be sent back to the customer, no exceptions.

Items must be in the same new, unused condition as when shipped along with its original packaging. No credit will be given for damaged returns.

If you need to return an item please contact our Returns Department by sending an RMA request using the support link below. You will be issued an RMA number and instructions on how to send your order back to us.

Due to the variations in monitors, colors of the actual products may vary from the pictures shown. If you have any questions or would like to request a fabric swatch prior to making your order, please don't hesitate to email us or call us toll free at

(800) 823-9035

If for any reason your order is incorrect, damaged, defective, missing items, etc., please call or email us immediately to report the issue, and we will send a replacement item at no cost to you as soon as possible. Our customer service hours are Mon-Sun 8:00a – 9:00p ET.

Contact the Returns Department:

If for any reason you wish to return your order, please click on the support link below and enter:

Your Name
Order Number
Address
City
State
Zip Code
Phone Number
Email Address
Reasons for requesting a return

You MUST have a RMA# before returning your product. We will credit your account within 48 hours of receiving your return.

What if I am unhappy with the bean bag I have purchased?

We want you to be 100% satisfied with your purchase. Our customers are our top priority and so is your satisfaction. Visit our Return Policy page for more information.

Shipping

Questions about ship time, tracking numbers, lost packages, shipping to Canada, Alaska and Hawaii

Do you ship bean bags internationally?

At this time, we do not ship to any locations outside the Continental United States, with the exception of Canada, Alaska, and Hawaii. Extra shipping charges do apply for shipping to these locations. Please call or write our customer service department to get an estimate on your shipping costs prior to ordering.

How can I track the shipment of my bean bag furniture?

When your bean bag furniture has shipped, you will receive an email from BeanBagZone.com Support. If it has shipped via Fed Ex, there will be a link in your email to the Fed Ex tracking website. Click on this link and you should be able to see the progress of your package. Currently our Lucon Kids bean bags are shipped via USPS, and no tracking information is available for these items.

If you have not yet received a Shipment Notification email, that means your package has not shipped, and you will be hearing from us as soon as it does.

Why does it take 2 to 3 weeks to receive my shipment?

Some of our products (Foof products, dog beds, and some kid's furniture) are made to order, and they 2-3 weeks for delivery. If you are in a hurry, be sure to check out our Quick Ship list! These products leave the factory in 3-4 days.

How big is the box when shipped?

That depends on what item you order. Box sizes vary from 16x16x16 to 30x30x30.

All bean bag furniture is vacuum-packed for delivery to allow shipping in such small boxes. After removing the bean bag from the package, some manipulation or handling may be required to get it to its desired shape. Fuf foam will compress during shipping, and may take several days to expand to full size.

Can you ship to an APO/FBO or PO box?

Unfortunately, all of our products are shipped via FedEx and they will only ship to a physical address.

Why do you vacuum pack your bean bag furniture for shipping?

Many of our bean bag chairs are so large that shipping would be impossible without vacuum packing them for transport. Please allow one week for your bean bag chair to expand to its full size and

shape. Please also keep in mind that your bean bag chair may require some manipulation and handling in order to shape it properly.

Website Issues

Find answers to website issues here.

When I click on the link to view the dimensions, nothing happens.□

The dimensions will pull up in a separate window and you must have pop-ups permitted for our website. If you change your setting to allow pop-ups for our site, the dimensions will come up.