



General Information

Business Hours: Monday through Friday, 8:00 a.m. - 5:00 p.m.

Placing an Order:

Four Seasons offers a variety of choices when placing an order.

To order:

Call toll-free: 1-800-325-2769, local: 1-731-642-0234, use our 24-hour fax: 1-731-642-8419, or key your order online at www.fsaccess.com.

For parts:

Order online at www.fsparts.com, call toll-free 1-800-325-2769 or 1-800-325-3255, or use our 24-hour parts fax: 1-731-641-2366. Have your account or phone number, product item numbers, quantity, and credit card number ready for prompt service. (We recommend paying by credit card or electronic check to avoid C.O.D. fees.)

Method of Payment:

We accept all major credit cards, electronic checks, wire transfers, and C.O.D. You may also prepay your order. UPS and FedEx will not accept cash or personal checks. Payment must be made with cashiers check, money order, or business check including current information preprinted on the check. In the event of payment default, the customer is responsible for all collection fees incurred.

Same Day Shipping:

Our goal is to ship all orders placed before 2:00 p.m.CST on the same day. During busy season every effort will be made to accomplish this goal. Orders placed after 2:00 p.m. CST will be shipped the next business day.

Shipping Fees:

Any order deemed residential by UPS/FedEx will incur a residential delivery fee. Truckline orders may be subject to additional fees (inside delivery, liftgate fees, residential delivery fees, etc.) in certain areas. These are not Four Seasons charges and we are not responsible for these fees. Payment to the carrier may be required at the time of delivery.

C.O.D. Shipping Fees:

If you choose C.O.D., an additional C.O.D. fee will be added to your order. Freight charges incurred on refused orders must be cleared with customer service before future orders are shipped.

Backorders:

We make every effort to ship orders complete. Four Seasons offers the option to prepay backorders. **All non-prepaid backorders under \$49.99 will be cancelled unless customer requests otherwise, and standard shipping charges will apply. Prepaid backorders are cancelled after 90 days and for various other reasons.** Please ask your Product Specialist for more information.

Catalog Prices:

Every effort is made to maintain catalog prices throughout the year. However, prices and special offers occasionally change without notice. **Four Seasons is not responsible for any typographical errors, omissions, and/or price changes in this catalog.** All items are subject to availability.

Returns:

Please see "Return Procedures" located on page A-2 for more details and step-by-step instructions.

We are continually adding items to our inventory. If there is an item that you cannot find, please log on to www.fsaccess.com or call your Product Specialist for more information.

To subscribe to Salon Cast call our toll free number or e-mail us at sc@fstanning.com.

Now you can key and track your order online.

Check out www.fsaccess.com or consult your Product Specialist for more information.





Return Procedures

Four Seasons Customer Service must authorize all returns. Most products, excluding discontinued items, package changes, and items not purchased here, may be returned within 30 days of original invoice date. Products must be in original packaging, unused and in resaleable condition, with no markings, labels, or price tags. Most products with the exception of swimwear, parts, lamps, acrylics, and neon signs will be considered for return up to 90 days less a 15% restocking fee. Returns will be exchanged, credited toward a future order, or credited back to credit card, based on original payment method. Absolutely no refund checks will be issued. Customer is responsible for packing all items so they arrive at Four Seasons without damage. Customer is also responsible for all return freight charges, unless there are items in error or damaged items. **Absolutely no merchandise will be accepted after 90 days!**

Instructions for returning undamaged items:

1. Have the original order number and item numbers that you are returning ready.
2. Call Four Seasons Customer Service at 1-800-325-2796, fax: 1-731-641-2342, or e-mail cs@fstanning.com for an RMA number. This number assures proper credit to your account. Items returned without an authorization number will be returned to the customer, freight charges collect.
3. Return to: Four Seasons Sales & Service, Inc.
2505 Eastwood St.
Paris, TN 38242
4. Write the RMA number on the outside of the box.
5. We suggest returning via UPS, FedEx, or FedEx Ground, as a tracking number is assigned when shipped. Please keep the tracking number for your record of shipment.

Instructions for returning damaged item or items received in error:

CALL TAGS WILL BE ISSUED FOR DAMAGED ITEM OR ITEMS IN ERROR AT FOUR SEASONS' EXPENSE.

Procedure is as follows:

1. Have original order number and items in question available.
2. Call Customer Service at 1-800-325-2796, fax: 1-731-641-2342, or e-mail cs@fstanning.com.
3. Upon return approval, Customer Service will then schedule a convenient day and time for pickup of the items. Please be prepared to provide a contact name.
4. FedEx will attempt to pick up the items three times. If you do not have them ready, you will be charged the call tag fee incurred by Four Seasons.
5. Credit will ONLY be applied when the returned items are received in resaleable condition.

DAMAGES - UPS, FEDEX AND FEDEX GROUND DAMAGES MUST BE REPORTED WITHIN 3 DAYS OF DELIVERY. FOLLOW THE REPORTING PROCEDURE FOR CALL TAGS TO REPORT DAMAGES.

Truck Line Orders, Acrylics, and Neon Signs must be inspected at time of delivery with any damages noted on the delivery receipt. Failure to do so will result in non-covered damages. UNREPORTED DAMAGES are the responsibility of the customer. Customer Service must be notified within 24-hours of delivery.

Acrylics: Any acrylic that has had the protective film removed will not be accepted for return. Neon Sign Returns must be in the inner and outer box to receive credit.

Please contact Four Seasons Customer Service for specific return information for swimwear, parts, acrylics and lamps. These items only have a 30 day return policy.



Dear Salon Owners,

There are more "Manufacturer to Salon" programs available for 2008 than ever before! We have decided to list the basic program information and provide detailed information upon request. Please call your Product Consultant at 1•800•325•2769 and let him/her know which programs you are interested in, or visit our website, www.fstanning.com, for complete details.

2009 "Manufacturer to Salon" Programs

- "Manufacturer to Salon" programs are a great added incentive for products you already purchase. -

<u>Manufacturer</u>	<u>Name of Program</u>	<u>Start Date</u>	<u>End Date</u>
AGI	Australian Gold® and California Tan®, LLC Family of Brands Co-op Advertising Australian Gold® and California Tan® Brand Lotions, Wolf System® and AGI Lamps	11/1/2007	10/31/2008
Australian Gold®	Australian Gold® 2008 Power of Choice Spiffs	1/1/2008	6/30/2008
Swedish Beauty®	Swedish Beauty® 2008 Salon Spiffs	1/1/2008	6/30/2008
Caribbean Gold®	Caribbean Gold® 2008 Salon Spiffs	1/1/2008	6/30/2008
California Tan®	California Tan® 2008 Salon Spiffs	1/1/2008	6/30/2008
Matahari®	Matahari® 2008 Salon Spiffs	1/1/2008	6/30/2008
Emerald Bay®	Emerald Bay® 2008 Salon Spiffs	1/1/2008	6/30/2008
Designer Skin®	Get with the Program!	To be announced	
Supre®	2008 Salon Rebate Program	12/1/2007	6/30/2008
Performance Brands®, Inc.	Fiesta Sun® and Pro Tan® Salon Rebate 2008	11/1/2007	3/15/2008
Synergy Tan®	2008 Co-op Advertising Program	11/1/2007	10/31/2008

In accordance with manufacturer guidelines, we will either report your purchases directly to the manufacturer or provide you with an approved means of reporting. You don't have to keep up with the invoices because we are compiling this information into an approved report for you. We will still provide you with the necessary forms and reports to participate in all of these programs. We will even remind you to file your paperwork when the programs are over. In fact, your participation in most of the "manufacturer to salon" programs requires only four easy steps.

1. Purchase all of your products from Four Seasons and we will do the program record keeping.
2. You will receive a reminder note from Four Seasons before August 1, 2008, listing easy-to-follow instructions for redeeming your Manufacturer to Salon program spiffs.
3. You can print your personalized reports and all necessary forms online at www.fstanning.com or contact your Product Consultant. Simply sign the forms, mail to the appropriate addresses, then sit back and relax.
4. You will reap the benefits of these great 2008 Manufacturer to Salon programs! Then, tell all your friends how great it feels to be "in business for yourself, not by yourself."

We would like to take this opportunity to thank you for your continued support and to assure you that our commitment to you is stronger than ever. Four Seasons is here to serve you.

Sincerely,

Your Friends at Four Seasons
1•800•325•2769