



General Information:

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

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:

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. Payments 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 Account Manager for more information.

Now you can key and track your order online. Check out www.fsaccess.com or consult your Account Manager for more information.