



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 East Wood Street
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 packages have a minimum insurance up to \$100.00, and a tracking number is assigned when shipped. Please keep the tracking number for your record of shipment. All packages returned through the U.S. Postal Service will be the customer's responsibility if lost or damaged.

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 damaged items as received in original shipping container available for carrier inspection.
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.