

Chair Care Patio.com

8700 Sovereign Row Dallas, TX 75274
 Phone 1-866-638-6416 Fax 214-638-6756

PRODUCT RETURN

If you need to make a return or exchange, complete the information on the form below and include with your return shipment. Please read our return policy on the reverse side for more details.

Customer Information		Order Information	
Your Name		Return Authorization Number	Original Order #
Street Address		City, State, Zip	
Day time phone number		Email Address	

STEP #1 - List the items you are returning

Item #	Description	Color	Quantity	Price

STEP #2 - List the items you would like to order in exchange

Item #	Description	Color	Quantity	Price

STEP #3 - Reason for Return

<p>Vinyl Strapping</p> <p>___ Wrong Size</p> <p>___ Wrong Color</p> <p>___ Other _____</p> <p>_____</p> <p>_____</p> <p>_____</p>	<p>Single Layer Replacement Slings</p> <p><i>Single layer slings are custom made to your measurements and can not be returned for credit. Chair Care Patio will make adjustments for size only. Alteration fees may apply. Please read our return policy on the reverse side of this form.</i></p> <p>Step #1 Reason for Sling Return</p> <p>___ I measured incorrectly when I placed the order.</p> <p>___ Slings made incorrectly by Chair Care Patio</p> <p>___ Other _____</p>	<p>For Office Use Only</p> <p>___ 15% Exchange Fee</p> <p>___ 30% Restocking Fee</p> <p>___ Alteration Fee</p> <p>Date Received _____</p> <p>Date Shipped _____</p> <p>Ship Method _____</p> <p>_____</p> <p>___ Charge For Shipping</p> <p>___ No Charge For Shipping</p> <p>_____</p> <p>_____</p>
<p>Replacement Parts</p> <p>___ Wrong Size</p> <p>___ Wrong Color</p> <p>___ Wrong Part Number</p> <p>___ Other _____</p> <p>_____</p> <p>_____</p> <p>_____</p>	<p>Step #2 Replacement Sling alterations required:</p> <p>___ Replacement Sling made too narrow My sling width should be _____</p> <p>___ Replacement Sling made too wide My sling width should be _____</p> <p>___ Replacement Sling made too short My sling length should be _____</p> <p>___ Replacement Sling made too long My sling length should be _____</p>	

STEP #4 - Where to Ship **SHIP TO: Chair Care Patio - Returns 8700 Sovereign Row, Dallas, TX 75247** **Include this form inside of the package!!!!**

GENERAL STATEMENT OF LIABILITY

While we provide information for do-it-yourself patio furniture repair, installation of slings and installation of vinyl strap these operations are not without risk. Injury may occur during an installation or furniture may be damaged in the process. We are not responsible or liable for damages that may be sustained to persons or property during an installation. For this reason we recommend professional installation as the best option when at all possible. While care has been taken in the preparation of the information contained in this web site, Advanced Refinishing, Inc. and its subsidiaries Chaircarepatio.com, Patioslingexpress.com and Custompowdercoating.com does not and cannot guarantee its accuracy. Anyone accessing this information does so at their own risk. It will be assumed that access indemnifies Advanced Refinishing, Inc. and its subsidiaries from any and all injury or damage arising from such use.

PRECUT STRAP RETURN POLICY

Precut straps are not returnable or refundable due to incorrect size or color. Please measure carefully before entering your order. Our website clearly states that your precut vinyl straps will be cut shorter than the measurement you give us. Vinyl colors may vary based on the interpretation of your computer monitor. For truest color match please request color samples prior to ordering. We offer FREE vinyl strap samples on our website.

VINYL BY THE ROLL RETURN POLICY

There will be a **30% restocking fee** for all returned rolls of vinyl strapping. Rolls must be unused and returned in good condition **within 30 days of original order** for credit to apply. Customer is responsible for return shipping charges. We will credit your account for the cost of the vinyl less 30%. Shipping charges will not be credited.

REPLACEMENT PARTS RETURN POLICY

There will be a **30% restocking fee** for all returned replacement parts. All replacement parts orders must be returned in full quantity of the original order, parts must be unused and returned in good condition **within 30 days of original order** for credit to apply. Customer is responsible for return shipping charges. We will credit your account for the cost of the replacement parts less 30%. Shipping charges will not be credited.

REPLACEMENT PARTS EXCHANGE POLICY

Exchanges for replacement parts will be made for a **15% restocking fee**. All exchange parts orders must be returned in full quantity of the original order, parts must be unused and returned in good condition **within 30 days of original order** for credit to apply. Customer is responsible for return shipping charges. We will credit your account for the cost of the replacement parts less 15%.

CUSTOM MADE REPLACEMENT SLING RETURN POLICY

Replacement slings are made to your specific measurements and color preference and can not be restocked or resold. For this reason custom made slings are not returnable or refundable due to incorrect size, color or the inability to install. If you have a problem with the size of your sling, contact us immediately at 1-866-638-6416. We will make every effort to adjust the sling and make it the correct size. If Chair Care Patio made your slings in error, we will gladly make adjustments at no charge. If you made an error in measuring, we will gladly work with you to make the necessary adjustments. We want your slings to fit and our customers to be happy with our product. Additional alteration fees may apply and will be determined on a case by case basis.

SLING SIZE DISCREPANCY ADJUSTMENT & PRICING:

Error measuring on the part of Chair Care Patio

Chair Care Patio will make adjustments at no charge to slings purchased from us if the error(s) in question were made in our shops. **Request for adjustments must be made within 30 days from the date of invoice to be eligible for adjustments at no charge.**

Error measuring on the part of the customer:

For customer errors, fees from \$10 to \$20 per sling will be assessed depending on the extent of alterations. All adjustments and alterations to slings must be made **within 30 days of date of invoice**. After 30 days, alteration fees will be at the discretion of Chair Care Patio.

HOMECREST™ STYLE SLINGS AND PADDED SLINGS RETURN POLICY

All Homecrest style replacement slings and padded slings are custom made in our shop. If you have a problem with your Homecrest Style Replacement Sling order, contact Chair Care Patio immediately at 1-866-638-6416. **Homecrest style replacement slings, padded slings and cushions are NOT returnable if you have ordered the wrong part number or if you are unhappy with the fabric you have chosen or inability to install.** It is best to order FREE fabric samples from our website prior to ordering to insure your satisfaction.

PREMIUM CUSHION BILLING AND RETURN POLICY

Custom Cushions are made to your order and to your specifications. **Custom Cushions are not returnable due to incorrect color, size or style.** All cushions are custom made at the time of order. Please measure carefully before placing your order. Chair Care Patio is not responsible for inaccurate color matching based on the colors shown on your monitor. For truest color match please request FREE fabric color samples prior to ordering.

**ALL RETURNS & ALTERATIONS MUST BE MADE WITHIN
30 DAYS FROM THE DATE OF INVOICE
FOR CREDITS TO APPLY!!!**