

# HOW TO RETURN AN ITEM

**REASONS FOR RETURN:** Please check all that apply.

1. \_\_\_ Item does not match décor, please explain: \_\_\_\_\_
2. \_\_\_ Item did not fit my fan, please explain: \_\_\_\_\_
3. \_\_\_ Changed mind, please explain: \_\_\_\_\_
4. \_\_\_ Defective item, please explain: \_\_\_\_\_
5. \_\_\_ Item not as expected, please explain: \_\_\_\_\_
6. \_\_\_ Item damaged in shipment, please explain: \_\_\_\_\_
7. \_\_\_ Other: please explain: \_\_\_\_\_

**GUIDELINES:** Items returned to us that meet the following guidelines will be fully refunded for the cost of the merchandise. Original shipping charges cannot be refunded.

- Returned within 30 days of receipt
- **Special Orders are NON\_REFUNDABLE**
- Packed in original packaging with all parts and components
- **In new condition with no damage**
- Lamp shades must be wrapped in their original wrapping
- Include this Return Form in the box
- Please allow up to 30 days for return and refund

## TO RETURN THE ITEM YOU CAN EITHER:

**CONTACT CUSTOMER CARE:** You can contact our Customer Care team at (855) FAN-CLIPS or at [CustomerCare@Fantasticshadeclips.com](mailto:CustomerCare@Fantasticshadeclips.com) to purchase a USPS return label to use when you drop off your package at your local USPS shipping location. This service is only available for Continental U.S. shipments. If you would like USPS to pick up at your door there is an additional fee of \$9 per box. Please be prepared to provide your order number when you contact Customer Care by phone and include it in all emails.

RETURN SHIPPING	
SMALL BOX	\$9
MEDIUM BOX	\$19
LARGE SHADE BOX	\$29

**USE SHIPPER OF YOUR CHOICE:** You can return your item to us, pre-paid and insured for your protection via the shipper of your choice. Include this Return Form in the box to ensure we can process your return. Please keep in mind that Fan-Tastic Shade Clips cannot be responsible for any loss or damage when you select this option. **Returns can only be accepted at the following address:**

**Fan-Tastic Shade Clips  
Returns Department  
1608 NW 23rd Avenue  
Fort Lauderdale, FL 33311**

## DAMAGED/DEFECTIVE MERCHANDISE

Fan-Tastic Shade Clips takes great care to ensure we provide quality products that are packaged to reach you safely. Please inspect each item of merchandise carefully upon arrival. If you do receive an item that is damaged or defective, please contact Customer Care within 48 hours at (855) Fan-Clips or at [Customercare@fantasticshadeclips.com](mailto:Customercare@fantasticshadeclips.com) so we can arrange for a pickup and replacement of the item.

- Please be prepared to provide your order number when you contact Customer Care by phone and include it in all emails
- Do not dispose of broken or damaged items
- Please save all packaging and boxes
- If possible, please include pictures of the item and packaging when emailing Customer Care