

SLING ALTERATION REQUEST

Please call to receive your Return Authorization Number for Sling Alteration. Our technicians will discuss your sling installation method and compare the measurements you supplied to the final sling size to determine if sling alteration is required.

Chair Care Patio

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

Return Authorization Number

| Customer Information | Order Information |
|-----------------------|-------------------|
| Your Name | Original Order # |
| Street Address | City, State, Zip |
| Day time phone number | E-mail Address |

STEP #1 - Enter Quantity of slings you are returning and fabric name

| QTY | FABRIC | |
|-----|-----------------|--|
| | One Piece Chair | |
| | Two Piece Chair | |
| | Love seat (2) | |

| QTY | FABRIC | |
|-----|------------------|--|
| | Two Piece Chaise | |
| | One Piece Chaise | |
| | Ottoman | |

STEP #2 - Alterations Required

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. Most sling alterations are made within 5 working days of receipt of slings. Please allow 3-5 working days for return shipping.

Check One

| | |
|--|-------------------------------------------------|
| | I measured incorrectly when I placed the order. |
| | Chair Care Patio Made Slings Incorrectly |
| | Other |

SHIP TO:
Chair Care Patio
SLING ALTERATION
8700 Sovereign Row
Dallas, TX 75247

**ALTERATIONS MUST BE
MADE WITHIN 45 DAYS
FROM THE DATE
ORDER RECEIVED**

Include this form inside of the package!!!!

Check Adjustment choice and circle the measurement needed.

| | | | | | | | | | |
|--|------------------|----------------------------------|------|------|----|--------|--------|--------|----|
| | Width Too Narrow | Make Width Wider (circle one) | 1/2" | 3/4" | 1" | 1 1/4" | 1 1/2" | 1 3/4" | 2" |
| | Width Too Wide | Make Width Smaller (circle one) | 1/2" | 3/4" | 1" | 1 1/4" | 1 1/2" | 1 3/4" | 2" |
| | Length Too Short | Make Length Longer (circle one) | 1/2" | 3/4" | 1" | 1 1/4" | 1 1/2" | 1 3/4" | 2" |
| | Length Too Long | Make Length Shorter (circle one) | 1/2" | 3/4" | 1" | 1 1/4" | 1 1/2" | 1 3/4" | 2" |

Alterations to slings will not be made without your signature & authorization. Additional alteration fees may apply. I have read and understand the return policy on the reverse side of this form.

Signature _____ **Print Your Name** _____ **Date** _____

For Office Use Only

| | | | | | |
|----------------|----------|---------------------|----------|------------------------|----------|
| Date Received | | Received By | | Ship Method | |
| Alteration Fee | Yes / No | Charge For Shipping | Yes / No | No Charge For Shipping | Yes / No |

Replacement Sling Alteration & Return Policy

YOUR NEW SLING MAY APPEAR SMALLER! Do not compare your new sling to your old sling for size.

Our sling may appear smaller than your old sling. We make your new sling so it will be tight on the frame when stretched.

SLING WIDTH

You must completely disassemble your patio chair or chaise to install new slings. You **MUST** loosen the bolts at the back of the chair or chaise so the sling rails will fall away. You will not be able to install your new sling unless you follow our installation instructions. We also provide a low cost spreader tool for purchase which will assist you in installing the spreader or stabilizer bar at the back of the chair frame. The new sling will be very tight and must be stretched across the frame. Please view our sling installation videos on the web site before installing.



YOU MUST REMOVE BOLTS & DISASSEMBLE THE CHAIR FRAME TO INSTALL SLINGS!!

SLING LENGTH

YOU MUST USE PLIERS TO STRETCH THE FABRIC AFTER THE BOLTS ARE TIGHTENED!!!! To achieve the final sling length grip the edge of the fabric with pliers on the top and bottom per our installation instructions. This will make the sling tight in the frame and remove wrinkles in the seat area. If you feel your new sling is too short in length, please stretch the fabric with pliers as shown before you call us.

WATCH OUR SLING INSTALLATION VIDEO ONLINE FOR DETAILED INSTRUCTIONS



YOU MUST USE PLIERS TO STRETCH THE FABRIC!!!!

SLING ALTERATION TOLERANCES

Your replacement sling fabric has a lot of stretch. We will **NOT** make alterations to sling length if our final sling size is **PLUS** or **MINUS** ¼" in width or **PLUS** or **MINUS** ½" in length. You should be able to stretch your sling to make up the difference in the width or the length. If the sling is just a bit too wide, we can send you additional sling spline which will help tighten the sling on the frame. **DO NOT** return your slings without a **SLING ALTERATION REQUEST** number. **PLEASE TRY TO INSTALL YOUR SLINGS BEFORE YOU CALL US!**

SLING ALTERATION REQUEST

If you have followed our installation instructions completely and still feel your sling is still too small or too large, you **MUST** call us to obtain a Sling Alteration Request Number. Our technical staff will discuss your installation methods and compare the measurements you provided with the final sling size to determine if alteration is required. A Sling Alteration Request number will be assigned to your order. Please complete the information on the reverse side of this form and include the paperwork inside the package when you return your slings for alteration.

CUSTOM MADE REPLACEMENT SLING BILLING POLICY

Custom sling orders are charged to the customer's credit card upon receipt of the order. All replacement slings are made to your specific measurements and color preference. Replacement slings cannot be restocked or resold. For this reason, custom made patio furniture slings are not returnable or refundable due to incorrect size, color or the inability to install. Although you cannot return the slings, we will make every effort to adjust or correct the sling as needed. Please measure carefully prior to placing your order and watch our sling measuring and installation videos for complete and detailed instructions.

SLING FABRIC COLORS

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** color samples prior to ordering.

SLING SIZE DISCREPANCY ADJUSTMENT & PRICING: PLEASE TRY INSTALLING YOUR SLING BEFORE YOU CALL

US!!!!!! Do not compare the size of your new sling to your old sling. It will not be the same. Old slings have stretched over time. Your new sling will appear smaller than your original sling. If you are experiencing trouble installing your new sling please watch our online sling installation video. Slings are non-returnable and non-refundable. If Chair Care Patio made your slings incorrectly, we will gladly make adjustments at no charge. If the you, the customer, has made an error when 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 labor fees (if any) will be determined on a case-by-case basis. **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 45 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 45 days from date order received. After 45 days, alteration fees will be at the discretion of Chair Care Patio.

**ALTERATIONS MUST BE MADE WITHIN 45 DAYS
FROM THE DATE OF RECEIPT OF ORDER.**

Chair Care Patio

**8700 Sovereign Row Dallas, TX 75247
www.ChairCarePatio.com 1-866-638-6416**