

Fantasy Futons Return Authorization Form & Instructions

RA # Received _____

Date Purchased _____

Invoice or Order # _____

Reason for return

Wrong Size ____ Fabric or Color not as expected ____ Other (Below) ____

Cut at the dotted line include the top part of this form with your return.

1. Send E-Mail to customerservice@futons.net, and provide your Last Name, Order Number, and describe the item you wish to return, and the reason for the return. RA#'s are not given by Telephone.
2. Allow 24 to 48 business hours to receive the RA# and the address to return the item to.
3. Clearly write the RA# on the package to be returned, and on a note in the package.
4. Returns will only be accepted in their original packaging, in new & unused condition, free of any dirt, hair, or perfumes, and must not have been cleaned or washed.
5. Send the item to the address provided by us, and be sure to insure the package incase it gets lost in shipping. **Please Note: Do Not Send the item to Fantasy Futons, unless instructed to do so. Most items will be returned to the manufacturer directly.**
6. Once shipped, allow 1 to 2 weeks for the item to be received and inspected, prior to receiving a credit or refund.
7. If the item is soiled and is not accepted for return from the manufacturer, you will be required to pay return shipping charges if you want the item back.
8. If you have any questions, please call us at 480-833-1363 X 1 prior to returning.