

Terms & Conditions

Order Processing

- Lotion, lamp, and part orders placed by 3:00 PM CST will ship the same day.
- Drop ship orders require 3-5 business days for processing.
- All orders are subject to applicable shipping fees.
- Lotion orders over \$200 may qualify for Preferred Shipping—ask your Business Support Rep (BSR) for details.

How to Order

We offer multiple convenient ways to place orders:

- ✓ Phone (Verbal Order)
- ✓ Heartland App
- ✓ Email
- ✓ Fax
- ✓ Heartlink (24/7 Online Ordering)
- ✓ Text (Direct to your BSR's Heartland phone number)

Quick Tip: When ordering lamps, have the following details ready for each bed:

- Manufacturer & Model
- Original lamp type
- Current lamp details (printed on the lamp itself)

Order Adjustments

To ensure fast processing, orders are printed and fulfilled immediately.

Once processed, orders cannot be modified. A new order will need to be placed, subject to applicable shipping fees.

Quick Tip: Before finalizing, check your stock on cleaners and eyewear—they're frequently forgotten!

Lamp Ordering & Policies

To minimize downtime, we highly recommend keeping extra lamps on hand for each tanning unit.

Best Practices:

- ✓ Order full case quantities to reduce damage risk during shipping.
- ✓ Always accept lamp deliveries, even if the box appears damaged. Open and assess the contents before reporting any breakage.

Lamp Credits & Warranty

- Broken lamps during shipping → Report within 2 days with photos for a credit on your account.
- Non-working lamps ("no light") → Report within:
 - 60 days (Standard lamps)
 - 30 days (High-pressure lamps)
- Include the lamp date code when reporting.

For optimal lamp performance:

- Replace starters with every lamp change (if applicable).
- Clean and polish acrylics regularly.
- Keep spare lamps on hand for each bed.

Shipping & Payment

Carrier of Choice: FedEx (UPS available for an additional fee)

No PO Box Deliveries—A physical address is required.

Important Notes:

Residential addresses incur an additional per-box fee.
Refused packages will result in a \$30 processing fee.

Payment Methods

- ✓ Credit Card
- ✓ Check by Phone (Most efficient & cost-effective)
- ✓ Bank Wire
- ✓ COD (Case-by-case, \$20 per box fee)

Product Returns

Visit www.heartlandtan.com/customer-service-report-form/
At Heartland, we support your business by helping you sell through inventory before considering returns.

Return Policy:

Returns are only accepted for lotion purchased within 30 days.
A 15% restocking fee applies.
Customer is responsible for return shipping costs.

Eligible Returns Must Be:

- ✓ Unopened & in original packaging
- ✓ Free of price stickers
- ✓ Accompanied by any promotional items/GWP received

Non-Returnable Items:

Discontinued products, Lip products, eyewear, teeth whitening, Sunless solutions, lamps, spa equipment

How to Request a Return

Email customerservice@heartlandtan.com or call 800.821.3126 for a Return Authorization (RA) number.

Provide: Customer #, Product Name & Size, Invoice #, Quantity, Reason for Return.

Returns must be shipped back within 15 days of RA issuance.

Missing or Damaged Items

Heartland maintains a service accuracy rate of over 99%!

If items arrive damaged or missing, report it within 2 business days.

Steps to Take:

Keep all packaging until speaking with customer service.

Photos are required for damage claims.

Truck Deliveries: Note damage on the Bill of Lading (BOL) before the driver leaves—claims cannot be processed without this.

Once reviewed, a credit on account will be issued, or a replacement will be shipped standard ground.

Manufacturer Defects

Our temperature-controlled warehouse ensures all products stay fresh.

If you suspect a manufacturer defect:

Contact customer service immediately.

Provide: Product Name, Invoice #, Batch Code.

If confirmed, a credit will be issued (return may be required).

Freight Truck Deliveries

We partner with multiple carriers to ensure reliable and cost-effective shipping.

Important:

DO NOT sign for shipments until thoroughly inspected.

Note any visible damage on the freight bill—claims cannot be processed without this.

Report damage immediately to Heartland.

Do not discard packaging until instructed.

Freight Orders:

Orders placed by 12:00 PM CST ship the same day.

Freight charges include lift gate service.

Parts Warranty & Returns

Heartland's TanParts Division offers the largest aftermarket tanning bed parts selection in the industry.

Parts Warranty:

Manufacturer warranties are passed directly to the customer.

Customers must reorder replacement parts including shipping fees.

Upon return of the defective part, a credit or refund will be issued if:

✓ A Return Authorization (RA) number is clearly noted on the package.

✓ The part is intact (Heartland is not responsible for return damage/loss).

Need Technical Support? Visit www.tanparts.com/book-online.

Acrylic Orders

Due to their fragile and expensive nature, accurate ordering is critical.

What You Need to Provide:

- ✓ Bed Manufacturer & Model
- ✓ Acrylic Dimensions (Length & Width in Inches)
- ✓ Photos (if required)

Damage & Replacement Policy

Thoroughly inspect your acrylic before signing for delivery.

If damaged, refuse the package and contact customer service.

Incorrect acrylic? Report it within 48 hours.

Return packaging must be intact for credit to be issued.

