Warranty Policy (Except LED Lighting Products)
All Fire Research Corporation (FRC) products, when delivered in new condition, are warranted against defects in material and workmanship for the period of two (2) years from the original date of delivery. (For products not put immediately into service, a 90 day grace period from the original date of purchase shall apply.) During the warranty period any product proven to be defective and covered by the terms of this warranty will be, at the discretion of FRC, repaired or replaced free of charge.

Return Policy
All Fire Research Corporation (FRC) products that are returned to FRC for any reason must have a Return Material Authorization (RMA) number assigned by an FRC customer service, technical support, or sales representative. This includes returns for warranty, repair, service, exchange, or credit.

RMA Number: The RMA number should be clearly visible on the outside of the package. A packing slip with a description of the nature of the return and the RMA number should be included with the package. Action taken by FRC on returned products could be delayed if an RMA number is not assigned.

Return for Repair/Service: To speed up the turn around of a repair/service, return the product to FRC via a carrier-expedited method. FRC will automatically expedite both the repair and return shipment. A 10% surcharge may be added for this accelerated service.

Return for Exchange: Product returns other than for repair or service may include, but are not limited to, customer changed or incorrect orders or incorrect processing of an order by FRC. FRC understands the unique needs of the fire industry and will allow the exchange of items for up to 120 days past the original ship date. After 120 days, FRC reserves the right to refuse any product exchange or charge a restock fee.

Return for Restock: Restocked products are subject to a mandatory 20% fee if the order was processed correctly by FRC. Any item processed and shipped incorrectly by FRC can be restocked without penalty.

Return Custom Products: FRC reserves the right to refuse an exchange or credit on any custom made product. If a custom made product is accepted for exchange or credit, it may incur more than the standard restock fee. Custom products would be defined as such at the time the order is placed. FRC reserves the right to refuse credit for items returned without proper authorization or if damaged in shipping.

All returned items are subject to inspection at FRC.

Shipping Policy
Fire Research Corporation (FRC) will ship all products FOB Nesconset, NY and add the actual transportation company freight charges to the invoice unless other shipping arrangements are requested and made in advance.

Consignee: FRC will ship products, if requested, via UPS using an agreement known as “Collect Billing” or “Consignee Billing.” Our shipping department uses the UPS WorldShip® system and completely supports this type of shipment. Through this method of shipment, your company pays UPS directly to deliver your package from our facility to your assigned destination.

Damage: FRC cannot assume responsibility for loss or breakage in transit. Claims for product damaged in shipping must be filed with the transportation company. FRC reserves the right to refuse credit for items returned to FRC that are damaged due to improper packing as determined by the transportation company claims representative.

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