



As of 6/4/01:

## Credit Policy

**Selling Terms** are Net 30 Days. New accounts will be handled on a prepayment basis until such time as the credit application has been duly processed, approved, and a credit limit set on the account.

**Past Due Accounts** are subject to the following:

1. A **finance charge** of 1.5% per month will be added to your outstanding balance each time you fail to remit payment within the invoice terms. Finance charges must be remitted along with any outstanding balances in order for your account to be considered current. In the event this late charge exceeds the maximum amount permitted by applicable law, it shall be reduced to the legal maximum.
2. At 60 days from the invoice date, your account is considered severely past due and is in jeopardy of being placed for collection.
3. If your account goes into legal suit, suit will be brought for the account balance plus attorney fees and court costs.

**Withholding of Shipments** — Fire Concepts, Inc. reserves the right to withhold shipments when any invoice on your account becomes past due, when any shipment has been refused or returned without prior authorization from Fire Concepts, Inc., upon issuance of a non-sufficient fund check by the customer, or when the credit limit has been reached.

**Shipping and Handling Charges** are the responsibility of the buyer. Unpaid shipping and handling charges will be subject to the above rules for past due accounts.

**Disputes** over invoices or accounts must be submitted in writing within fifteen (15) days of the invoice date. Any deductions from payment must be accompanied by a detailed explanation and be pre-approved by Fire Concepts, Inc.

**Returns and/or Credits** are subject to our [Return and Cancellation Policies](#). Upon issuance of authorization by Fire Concepts, Inc. to return merchandise, any invoices involved in return goods will be subject to the above rules for past due accounts if said merchandise is not received by Fire Concepts, Inc. within thirty (30) days of authorization.

**Revocation of Credit** — We reserve the right to revoke credit to accounts that are severely and/or habitually past due, that refuse or return shipments without prior authorization, that issue non-sufficient fund checks, or that otherwise demonstrate credit unworthiness.

**About Credit Approval** — Submitting an application does not guarantee credit approval. We reserve the right to refuse credit to any applicant who does not prove credit.



## Return Policy

Please request Return Authorization before returning any decals or signs.

**Stock decals** may be returned for refund or exchange, subject to the following:

1. Decals must be received in good condition.
2. Customer pays for return postage or shipping.

When the returned decals have been received in good condition, alternate decals of equivalent value will be shipped in exchange or a refund will be given according to customer preference (see Refund Policy below).

**Custom decals** cannot be returned except in the event that we find we have made an error in regards to fulfilling the order. Please note:

1. Artwork which is found to contain an error after being approved by the customer (see Art For Approval) will not be considered to be an error on the part of Fire Concepts. However, if you find an error, please notify us immediately as we may be able to correct the order before it goes into production.
2. Although we make every effort to please our customers, if the customer chooses to forego the right to Art For Approval, we cannot be responsible for customer dissatisfaction with the finished artwork. If you are concerned about the finished appearance of your artwork, please request Art For Approval.

## Refund Policy

Refunds will be issued according to the following policy:

1. Credit card payments will be credited to the original credit card account from which the payment was made.
2. Payments by Money Order, Cashier's Check, or Wire Transfer will be refunded by check. International orders will be refunded by Money Order or Cashier's Check. If desired, the customer may request a credit memo against their account in lieu of a refund check.
3. Payments by personal or company check that have not yet been processed will be returned. They will be refunded by check if they have been processed. If desired, the customer may request a credit memo against their account in lieu of a refund check.

Please refer to the Return Policy (above) and the Cancellation Policy (below) for more information about refund eligibility.



## Cancellation Policy

If you need to cancel an order in progress, please notify us immediately. We will take action according to the status of your order:

1. *If your order has not yet been processed*, we will cancel the order and refund or credit any payments which have been received (see Refund Policy above).
2. *If your order has been completed and shipped*, you will need to follow the Return Policy (above) when you receive the package.
3. *If your order is in progress*, the following policy will apply:
  - Stock decals will be returned to stock. Any payments which have been received will be refunded or credited (see Refund Policy above).
  - Custom decals cannot be refunded. If the order has not yet gone into production, we will be able to refund or credit any payments received for custom items (see Refund Policy above). Unfortunately, we cannot refund any custom items that have gone through production.

*A current copy of our policies can also be found on our website: [www.fireconcepts.com](http://www.fireconcepts.com)*