

Terms & Conditions

Ordering Options

Orders may be placed through our website at www.fastrescuesolutions.com. You may also place an order with FAST Rescue Solutions Customer Service at 215-776-8969, or via email to info@fastrescuesolutions.com. Tax exempt customers please place order via email or phone.

Pricing

As a result of market fluctuation our prices are subject to change without notice. All written quotes provided will be honored for 30 days from origination date, unless otherwise specified. All prices both published and verbal are in U.S. currency. Our policy is to provide as much advance notice as possible of upcoming price changes.

Resale Inventory

Items purchased for resale are available for distribution within the US only. Written permission from FAST Rescue Solutions is required to export. Unauthorized exporting of products may be cause for account closure.

Credit Policy

U.S. Federal Agencies and Municipalities are prequalified for Net 30 payment terms. All other customers may fill out a new account application for credit review. FAST Rescue Solutions reserves the right to assign one of the following terms: Pre-Paid, Net 30, or Credit Card. An account supported by a line of credit will receive a 2% late charge per month for past due invoices. Customers located outside of the United States will default to Pre-Paid terms unless otherwise agreed upon in writing. Any account that becomes delinquent may default to Pre-Paid terms or be placed on permanent hold status. We reserve the right to accept or reject any order at any time.

Claims

In the rare event you receive a damaged package; you may file a claim directly with the carrier. All claims must be reported immediately with FAST Rescue Solutions Customer Service. Please retain all original packaging and documentation for the carrier to review if necessary.

Returns

No item may be returned without a Return Merchandise Authorization (RMA) Number from our Customer Service department. Non-defective items can only be returned if they were purchased directly from FAST Rescue Solutions and must be returned in unused condition. Retail, commercial, and government customers must request an RMA within 10 days of receiving their order for a full refund of the purchase price.

Restocking Fees

All returns are subject to a 15% restocking fee. All Warranty and Return matters should be sent to:

FAST Rescue Solutions, LLC
Attn: Operations Manager
401 E. 4th Street BLDG 8 FL 3
Bridgeport, PA 19405

Limited Lifetime Warranty*

FAST Rescue Solutions' products are warranted to the original end user against defects in material, and workmanship. No item may be returned without a Return Merchandise Authorization Number from our Customer Service department. Defective items will be repaired, replaced, or refunded at our discretion. Damage caused by neglect, abuse, misuse, alteration of the product, improper storage, or normal wear and tear, is not covered by this limited warranty.

Copyright Information

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*Product must be registered with FAST Rescue Solutions within 90 days of original purchase date for warranty to remain in effect.