



## RETURN POLICY

- Firefly Store Solutions has a **30 day return policy** which may be subject to a 20% restocking fee. All returns must be in original packaging and in new condition for resale. (Please call to obtain a Return Authorization number that will need to be attached to the returned item). **No Return will be accepted without a Return Authorization number.** The only exception to the 30 day policy is if Firefly Store Solutions determines product issues are a result of manufacturer defect and are reported up to one year of date of purchase.
- If you receive an item damaged, do not return it. Please call customer service for assistance at 1-800-334-6965 as soon as possible. Any defective items received must be reported within 30 days.
- **Special or custom orders, DWO (Discontinued), close-out and used items are not returnable.**
- If any item/items were shipped to you on a pallet, they must be returned to Firefly Store Solutions on a pallet. **(Please note all truck shipments need to be inspected for all damages at the time of the delivery and must be noted on the bill of lading for us to file a claim and reship to you.)**
- If any item from your order was drop shipped from another vendor please contact customer service for assistance. Factories' return policy will apply.
- Please return your package to the nearest Firefly Store Solutions location. The address can be found on the outside of your package. If not available, please call our customer service department for assistance.
- For your protection we recommend you use an insured courier with an available tracking method for returning packages to us. Customer is responsible for all shipping charges on returns (outgoing & incoming).
- Please do not ship returns to our P.O. Box.
- **Please do not refuse orders**, you will be charged for the return shipping cost as well as the original freight amount on the invoice. We get billed for this and cannot absorb this cost for you.

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### NORTH CAROLINA

4500 S. Holden Rd.  
Greensboro, NC 27406

### TEXAS

3701 E. Randol Mill Rd., Suite 200  
Arlington, TX 76011