



## FIREFLY STORE SOLUTIONS (FSS) RETURN POLICY

1. **No merchandise may be returned without prior authorization.**
2. Merchandise must be returned within 30 days of invoice date and will incur a 20% restocking fee. **NO RETURNS ACCEPTED AFTER 30 DAYS.**
3. Items must be returned to **FSS within 2 weeks of the issue date of the return authorization.**
4. Returns must be in original carton and in new condition as determined by Firefly Store Solutions. If merchandise is received damaged, no credit will be issued.
5. Special and custom orders, discontinued, clearance and used items are not returnable or refundable.
6. FSS adheres to all manufacturer warranty and return policies, when applicable, of drop shipped and stocked items.
7. Customer is responsible for all return shipping charges (outgoing & incoming). If return label is requested by customer, freight charges do apply.
8. Please do not send returns to our P.O. Box address.
9. **FAILURE TO COMPLY WITH FSS RETURN POLICY CAN RESULT IN A DENIED CLAIM**

### Return Addresses

Firefly Store Solutions  
4500 S. Holden Rd  
Greensboro, NC 27406

## FIREFLY STORE SOLUTIONS (FSS) DAMAGES, DEFECTS AND DISCREPANCIES POLICY

1. It is the responsibility of the customer and/or authorized representative to thoroughly inspect shipments and report to Firefly Store Solutions (FSS) any damages, defects and/or discrepancies within **5 business days of receipt** at 1.800.334.6965. **NO CLAIM WILL BE ACCEPTED AFTER 5 DAYS.** Do not throw away the items before reporting them. Digital photographs will be required to process any damage, defect or discrepancy claim.

### DAMAGES VIA MOTOR FREIGHT

- a) For visible freight damage to boxes or pallets on orders RECEIVED VIA MOTOR FREIGHT damage must be noted, both the driver's copy and customer copy of the delivery receipt. Driver must sign both copies. **No claim can be processed if this step is omitted.**
2. FSS must authorize a return and will issue a return label or schedule a truck for pick up on acceptable merchandise. The products must be returned in the original box with all packaging materials. **Defective\Damaged Items\Item Discrepancies must be returned to FSS within 2 weeks of receipt of the return label.**
3. **DO NOT REFUSE OR RETURN DAMAGED GOODS TO FSS. IF REFUSED, ADDITIONAL FREIGHT CHARGES WILL APPLY.**
4. FSS does not file claims when customer chooses to ship collect or 3rd Party using their own carrier. If shipping collect or 3rd Party, the customer is responsible for any lost or damaged boxes when shipping using their own carrier.
5. The replacement, discount or credit for a damaged/defective item or discrepancy in the order will be at the sole discretion of FSS.
6. **FAILURE TO COMPLY WITH FSS DAMAGES/ DEFECTS AND DISCREPANCIES POLICY CAN RESULT IN A DENIED CLAIM.**