

# Your Satisfaction Is Guaranteed!

If you are not completely satisfied with one of our products, you may return it any time within 30 days of the date of sale for a hassle-free refund of the amount you paid for the product. Refunds do not include shipping costs. On exchange of defective products, FireCraft will pay for shipping on the outbound replacement product only. We only specify that the product not be damaged, missing components or manufacturer's documentation. Special order or non-stocking items are specifically exempted from this policy and will be assessed an appropriate re-stocking charge.

## Are you missing any parts?

Call Customer Service at 800-745-6109 9am-5pm Eastern Time Monday thru Friday.

## How to return merchandise:

1. Complete and detach the Return Form and make a copy for your records. Place the Return Form inside the package with returned merchandise.
2. Include your name, address and order number on the Return Address Label and affix to outside of the package securely with clear tape.
3. Send package to FireCraft by Mail or UPS. Many supermarkets now ship UPS packages. To find the nearest to you, call 800-742-5877 or [www.ups.com](http://www.ups.com)

**Please note we do not pay shipping charges involved in returning goods.**

## Product Return Codes:

For best service - please pick one per return form

### Quality Issues

- 1) Wrong size or application
- 2) Did not meet expectations
- 3) Defective Product
- 4) Missing Parts

### Need Issues

- 5) Product arrived OK but is not needed
- 6) Gift, do not need

### Service Issues

- 7) Product arrived too late
- 8) Shipping Damage



Sales & Ordering 800-745-6109  
Customer Service 800-745-6109  
[www.firecraft.com](http://www.firecraft.com)

### Return Address Label

From:

Name \_\_\_\_\_

Address \_\_\_\_\_

Order # \_\_\_\_\_

# FireCraft

Merchandise Returns  
1028 Saunders Lane  
West Chester, PA 19380-4218

### Return Form

Name \_\_\_\_\_ Order # \_\_\_\_\_

Address \_\_\_\_\_

Check if this is a new address Phone ( ) \_\_\_\_\_

Item #	Return Code	Description	Quantity

How can we serve you better?

\_\_\_\_\_

\_\_\_\_\_

Please Exchange/ Replace

Please Refund

Exchange for:

Item #	Description	Quantity

CUT ALONG DOTTED LINES