

# FSI RETURNS POLICY GUIDANCE (RMA)

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## ⚠ STOP — DO NOT ACCEPT, COMMIT TO, OR ACT ON ANY RETURN UNTIL AN RMA NUMBER IS ISSUED

Review this FSI Returns Policy Guidance (RMA) document and complete the RMA Gate Check before submitting any RMA request.

## STANDARD STOCKING ITEMS — RETURN WINDOW & FEES

Customers in Good Standing Only

### 0 – 15 days

Standard return window

10% restocking fee

### 15 – 30 days

Grace period (Sales Rep discretion)

10% restocking fee

### Beyond 30 days

Requires RSM approval

Min. 20% restocking fee if approved

#### GRACE PERIOD

**Standard return window is 0–15 days.** Sales Reps may extend an additional **15-day grace period**, allowing a total return window of **30 days** when appropriate. Use judgment based on the customer relationship and circumstances.

#### RESTOCKING FEE WAIVER

Within the **30-day window**, Sales Reps have discretion to **waive the 10% restocking fee**. If waiving for a customer-caused return, note the reason in the RMA Comments Box.

## ⚖ ALL SALES ARE FINAL POLICY — CUSTOMER STANDING

FSI Reserves the Right to Enforce

FSI reserves the right to enforce an **All Sales Are Final** policy on any return request. Sales Representatives and FSI administration will evaluate return requests based on the customer's standing with FSI.

#### ✓ CUSTOMER IN GOOD STANDING

- Current on payments with FSI
- Active purchasing relationship with FSI
- No history of problematic transactions

#### ✗ CUSTOMER NOT IN GOOD STANDING

- Significant past due balance with FSI
- Has ceased purchasing from FSI
- History of problematic transactions

#### EXCEPTION FOR OUTSTANDING BALANCES

FSI may accept the return of **good, resalable products** from a customer not in good standing if doing so is deemed the most effective way to recover an outstanding balance owed to FSI. This requires FSI administration review.

## 🚫 NON-RETURNABLE ITEMS — ALL SALES FINAL

No Exceptions

- **Non-Stock Items** — items with no regular movement in the FSI system, including Special Orders

- **Special Orders** — any item ordered specifically for a customer

- **Obsolete Items** — discontinued or end-of-life products

- **Spare Parts** — all spare parts regardless of condition

- **Sub Packs from Full Cases** — fasteners originally sold in full case quantity cannot be returned as sub packs

## ⚡ FSI ERROR & SPECIAL SITUATIONS — GATE CHECK BYPASS

Case-by-Case Exceptions

The following situations follow a modified return process — **standard restocking fees do not apply**, and return checks are handled directly by the relevant FSI department. **An RMA number is still required** and will be issued only after FSI internal review.

### 🕒 TIMELY REPORTING EXPECTED

Report FSI errors, damage, and defective items promptly — delays in reporting may affect return eligibility and RMA approval.



FSI Order Entry Error



FSI Shipping Error



Damaged Items (In  
Transit or Other)



Faulty / Defective Items



Tools on Trial  
Within Trial Period  
See Policy Below

### CUSTOMER SERVICE

Reviews and triages all FSI-error claims & special situations, routing to the appropriate department manager for assessment.

### OPERATIONS MANAGER

Reviews and confirms FSI shipping errors and damage claims before RMA is issued.

### PURCHASING MANAGER

Reviews and confirms defective / faulty item claims before RMA is issued.

## 📄 RETURN CONDITIONS — ALL RETURNS

### PHYSICAL CONDITION REQUIREMENTS

- Returned items must be in **like-new condition** including original packaging and manuals.
- Customers are responsible for **packing items securely** for return transport.
- Any **repackaging or reconditioning costs** will be deducted from the credit issued.

### TRANSPORTATION & FREIGHT

- Customers must **prepay all return transportation charges** for returned merchandise.
- In **FSI-error situations** (order error, shipping error, damage, or defect), FSI may arrange and cover return transportation.

### ⚠️ AUTHORIZATION REQUIREMENT — ALL RETURNS

All returns — including tools on trial — require a **Return Material Authorization (RMA) number** and return carrier instructions coordinated with FSI. **Unauthorized returns will be refused.**

## 🔧 TOOLS ON TRIAL POLICY

15-Day Trial · Normal Billing Terms

FSI may offer certain tools on a **15-day trial basis** under normal billing terms, provided they remain in **original condition** including packaging and manuals.

### TRANSPORTATION

- Customers are responsible for all **outbound and return transportation charges** for trial tools.

### PRODUCT CONDITION

- If a trial tool exhibits **wear that prevents resale as new**, it is no longer eligible for return and the customer must pay the invoiced price.

### PAYMENT COLLECTION

- Tools unreturned and unpaid beyond **Net 30 payment terms** may be subject to collection efforts by FSI Accounting.