



Returns Policy

The following rules apply to product returns. For information regarding our product warranty, please see the Limited Warranty statement.

1. All returns require a Return Merchandise Authorization (RMA) number, pre-approval, and must be accompanied by a copy of the original invoice. To obtain an RMA number, call (800) 433-6524 or by e-mail to sales@fuelsafe.com.
2. Returns are subject to a minimum value of \$75.
3. All returns are subject to a 20% or minimum \$35 restocking fee (unless you were shipped the wrong product).
4. Returns must be new and in saleable condition. Care must be taken to pack the item to avoid scratches, surface wear or other damage in shipment. Fuel Safe is not responsible for freight damage on return shipments. Please insure the items appropriately.
5. Label the RMA number on the outside of the shipping box.
6. All items must be returned to us freight prepaid by customer; any items shipped COD will be refused.
7. All items must be in the current price list or shopping cart item list and purchased within the last 30 days.
8. No exchanges or returns of any custom product or any standard product that has been modified at your request; e.g. cut hose, modified plates, etc.
9. If a used cell is shipped to Fuel Safe for any reason, it must be clean and dry or it will be subject to a hazardous material disposal fee.
10. Electronic items **are not** returnable.
11. Credit for returned product may be used towards the purchase of replacement product only, must be used within 12 months, and cannot be refunded in cash.
12. If you receive an order that was damaged in shipment, retain all boxes and packing materials and contact us for further instructions @ (800) 433-6524.
13. Returns should be sent to:
Fuel Safe Systems
1550 NE Kingwood Ave.
Redmond, OR 97756