



*Improving the lives of the people who improve our lives*

401 E. 4th St. || Bridgeport || PA || 19405



## Terms & Conditions

### Ordering Options

Orders may be placed through our website at [www.fastrescuesolutions.com](http://www.fastrescuesolutions.com). You may also place an order with via email to [sales@fastrescuesolutions.com](mailto:sales@fastrescuesolutions.com). Sales orders can be in the form of purchase order or written email. Tax exempt customers must provide a copy of their exempt certificate.

### Pricing

As a result of market fluctuation our prices are subject to change without notice. All written quotes provided will be honored for 30 days from origination date, unless otherwise specified. All prices both published and verbal are in U.S. currency. Our policy is to provide as much advance notice as possible of upcoming price changes.

### Resale Inventory

Items purchased for resale are available for distribution within the US only. Written permission from FAST Rescue Solutions is required for export. Unauthorized exporting of products may be cause for account closure.

### Credit Policy

U.S. Federal Agencies and Municipalities are prequalified for Net 30 payment terms. All other customers may fill out a new account application for credit review. FAST Rescue Solutions reserves the right to assign one of the following terms: Pre-Paid, Net 30, or Credit Card. An account supported by a line of credit will receive a 2% late charge per month for past due invoices. Customers located outside of the United States will default to Pre-Paid terms unless otherwise agreed upon in writing. Any account that becomes delinquent may default to Pre-Paid terms or be placed on permanent hold status. We reserve the right to accept or reject any order at any time.

### Claims

In the rare event you receive a damaged package, you may file a claim directly with the carrier. All claims must be reported immediately with FAST Rescue Solutions Customer Service. Please retain all original packaging and documentation for the carrier to review if necessary.

### Returns

No item may be returned without a Return Merchandise Authorization (RMA) Number from our Customer Service department. Non-defective items can only be returned if they were purchased directly from FAST Rescue Solutions and must be returned in unused condition. Retail, commercial, and government customers must request an RMA within 10 days of receiving their order for a full refund of the purchase price.



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## Restocking Fees

All returns are subject to a 15% restocking fee. All Warranty and Return matters should be sent to:  
FAST Rescue Solutions, LLC  
Attn: Operations Manager  
401 E. 4<sup>th</sup> Street BLDG 8 FL 3  
Bridgeport, PA 19405

## Limited Lifetime Warranty\*

FAST Rescue Solutions' products are warranted to the original end user against defects in material and workmanship. No item may be returned without a Return Merchandise Authorization Number from our Customer Service department. Defective items will be repaired, replaced, or refunded at our discretion. Damage caused by neglect, abuse, misuse, alteration of the product, improper storage, and/or normal wear and tear, is not covered by this limited warranty. Product must be registered within 90 days of original purchase date for warranty to remain in effect.

## Social Media Policy

### Purpose

This policy establishes guidelines for the use of social media by FAST Rescue Solutions ("FAST") employees, sales representatives, trainers, contractors, and affiliates. Its purpose is to protect the company's brand, reputation, and messaging while allowing responsible and appropriate social media engagement.

### 2. Scope

This policy applies to all social media activity public or private when an individual is:

- a. Acting on behalf of FAST Rescue Solutions
- b. Representing themselves as a FAST sales representative, trainer, or affiliate
- c. Posting content related to FAST products, services, training, customers, or events

### 3. Official Company Representation

- a. Only official FAST Rescue Solutions social media pages may represent the company publicly.
- b. Company pages are the only accounts permitted to use FAST branding, logos, trademarks, or language that implies official affiliation (e.g., "FAST Rescue Solutions," "FAST Rescue Trainer," "FAST Sales Team") – unless prior written consent has been granted.
- c. Personal social media accounts **must not** imply official affiliation with FAST through usernames, handles, bios, or profile names.



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**Examples of prohibited handles or names include (but are not limited to):**

- a. @FASTRescueTrainer
- b. @FAST\_Sales\_John

Personal accounts may state factual employment (e.g., “Sales Rep at FAST Rescue Solutions”) as long as it does not imply the account is an official company voice.

#### **4. Posting on Behalf of the Company**

Any social media posts made by a sales representative, trainer, or affiliate while acting on behalf of FAST Rescue Solutions must adhere to the following:

- a. **Pre-Approval Required:**  
All photos, videos, captions, messaging, and hashtags must be reviewed and approved by FAST management or an authorized company representative prior to posting.
- b. **Brand Consistency:**  
Approved posts must align with FAST’s branding, values, messaging, and professional standards.
- c. **No Unauthorized Content:**  
Do not post:
  - Training photos or videos
  - Customer images or testimonials
  - Product demonstrations
  - Event-related contentunless explicit approval has been granted.

#### **5. Sharing Official Company Posts**

- a. Sales representatives, trainers, and affiliates are permitted and encouraged to share, repost, or reshare content directly from FAST Rescue Solutions’ official social media pages.
- b. Shared posts must not be altered, edited, or re-captioned in a way that changes the original message, intent, or meaning.
- c. When sharing official content, individuals should not add commentary that could be interpreted as an official company statement unless approved.

#### **6. Personal Accounts and Disclaimers**

- a. Personal social media accounts should clearly reflect that opinions expressed are personal and not official statements of FAST Rescue Solutions.
- b. Even when posting personally, individuals are expected to act professionally and avoid content that could damage FAST’s reputation.

#### **7. Confidentiality and Compliance**

- a. Do not share confidential, proprietary, or non-public information.



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- b. Do not make claims about products, certifications, compliance, or performance that have not been officially approved by FAST.
- c. All posts must comply with applicable laws, regulations, and industry standards.

## **8. Enforcement**

Failure to comply with this policy may result in corrective action, up to and including removal of posting privileges, termination of affiliation, or other disciplinary action as deemed appropriate by FAST Rescue Solutions.

## **9. Questions and Approvals**

Questions regarding this policy or requests for post approval should be directed to FAST management or the designated marketing/communications contact at [info@fastrescuesolutions.com](mailto:info@fastrescuesolutions.com).

## **Copyright Information**

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\*Product must be registered with FAST Rescue Solutions within 90 days of original purchase date for warranty to remain in effect.