



FHC RETURN POLICY

FHC has established an upright policy for our customers with the following guidelines for the return of regular purchased catalog merchandise. FHC will not apply a handling charge for return of undamaged merchandise (must be stock items only). If merchandise has been opened and used, the product will be returned to the Customer. FHC customer service department who will assist with processing requests for materials to be returned either via UPS or Common Carrier.

Special Order or Custom Fabricated Material

Special order or custom fabricated items are not returnable for credit. Orders for special order or fabricated merchandise may only be cancelled with approval of FHC and may incur a cancellation charge up to the full amount of the order for costs incurred. Contact FHC Customer service for additional assistance.

Return Policy for Tools

- All Glazier tool sales are final. Customer must inspect all tools upon receipt/delivery.
- You must contact FHC Customer service team before attempting to return any tools and request must be made within 12 days of receipt, otherwise Tools will be returned to the purchaser.