

**Product Returns Policy (non-warranty)  
for Public Safety Systems – Police/Fire/Amber markets (USA and Canada only)**

1. A Return Material Authorization (RMA) must be obtained before returning merchandise for credit. Federal Signal will not be held responsible for equipment returned to Federal Signal without a valid Return Material Authorization. It is imperative the proper paperwork accompanies any return to Federal Signal. Please be sure to contact Customer Support or the Service Department for the Return Material Authorization.
2. Authorized product returns to Federal Signal are to be shipped to Federal Signal at the Buyer's expense. The products must be in their original box, unused, and undamaged.
3. All returned merchandise is subject to inspection by Federal Signal. After inspection, Federal Signal will contact the customer in order to determine the disposition of any returned items that are not accepted. If the customer requests, products will be shipped back to the customer at the customer's expense.
4. A Federal Signal invoice number or sales order number corresponding to the products being returned is required in order to process the RMA.
5. A 25% restocking fee will be applied to non-warranty product returns.
6. Returns of "custom-configured" products will not be accepted. "Custom-configured" is defined as unique model numbers ordered for specific customers that do not appear in the Federal Signal product catalog or annual price book. For example, custom lightbar models that do not appear in the Federal Signal catalog or price book are not eligible for a non-warranty return.
7. Returns of obsolete products or part numbers will not be accepted.
8. Returns of products from Federal Signal's PBX push bumper product line, PT prisoner transport product line, and AIR-EL product line will not be accepted. These product lines are non-returnable.
9. Products eligible for return must be no more than (1) one year old from date of original shipment from Federal Signal.
10. Domes, lenses, bulbs, and strobe tubes are not eligible for return.
11. Acceptable returns shall be issued a credit to the customer's account. Customer must be in good credit standing with Federal Signal. Returns cannot be used to pay old debts.
12. Authorized product returns must have a minimum value of at least \$100.00 (USA currency). An RMA will not be issued for product returns valued less than \$100.00.
13. This policy does not apply to Federal Signal's DTX In-Car Video product line. The DTX product line is covered by its own specific non-warranty returns policy.