TechMat Supply

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RETURN POLICY

Fire Rated Light Enclosures

All orders of Fire Rated Light Enclosures, except FF130-2'x2' and FF130-2'x4', are refundable. In Order to be eligible for a refund, you have to return the product within 30 calendar days of your purchase. The product must be in the same condition that you receive it and undamaged in any way.
Return FedEx or UPS labels will be generated and emailed to you upon your request. Original shipping charges are not refundable. Return shipping charge and 3% of a return value ($30 minimum) Processing and Restocking fee will apply.

Lotus Fire Rated Lights

All orders of Lotus Lights are eligible for refunds. Return request must be made within 30 days. Products are in original packaging. Products have not been installed or used. All returns are subject to a 15% restocking fee and a charge for return shipping.

Intumescent Coatings, Fireproofing Patching Materials, Firestop Blocks, Plugs, Foam and Sealant, Fire Rated Troffer Covers

Unless otherwise specified, all orders of Intumescent Coatings, Fireproofing Patching Materials and Fire Rated Troffer Covers 2'x2' or 2'x4' purchased from Techmat Supply are not returnable and non refundable after purchase. Please thoroughly consult our technical team prior to purchasing this material, as all sales are final.

Email your Return Request to info@fireproofing.us to initiate the process.

Our team is here to help!