

## Shipping & Return Policy

### Order Processing:

- All orders are processed within 1-2 business days. Orders are not shipped or delivered on weekends or holidays.
- If we are experiencing a high volume of orders, shipments may be delayed by a few days. Please allow additional days in transit for delivery. If there will be a significant delay in shipment of your order, we will contact you via email or telephone.

### Domestic Shipping Policy:

- Shipping charges for your order will be calculated and displayed at checkout, with a minimum shipping charge of \$7.
- You will receive a Shipment Confirmation email once your order has shipped containing your tracking number(s). The tracking number will be active within 24 hours.

### Shipping Rates & Delivery Estimates:

- Delivery delays can occasionally occur.
- The following table outlines our shipping options:

Shipping Method	Estimated Delivery Time	Cost
Standard	3-5 business days	Starts at \$7
Expedited	1-3 business days	Based on weight
Overnight	1 business day	Based on weight

**Note:** Expedited and Overnight shipping costs will vary based on the weight and size of the order. All shipping fees will be clearly communicated during the checkout process.

### Local Pickup:

- You can skip the shipping fees with free local pickup at Bldg. 747 Geronimo Rd., Fort Sill, OK 73503-0027. After placing your order and selecting local pickup at checkout, your order will be prepared and ready for pick up within 1-2 business days.
- We will send you an email when your order is ready along with instructions. Our pickup hours are from 10 AM to 4 PM, Monday through Friday.

### International Shipping:

- We ship to over 200 countries and territories. Shipping charges for international orders will be calculated and displayed at checkout.
- International customers are responsible for any customs and import taxes that may apply. We're not responsible for delays due to customs.

### **Order Tracking:**

- You can track your order with the tracking number provided in your shipment confirmation email.

### **Shipping to P.O. Boxes:**

- Please note that some carriers have limitations around shipping to P.O. Boxes. If your shipping address is a P.O. Box, please contact us so we can find a suitable carrier.

### **Refunds, Returns, and Exchanges:**

- We accept returns up to 30 days after delivery, if the item is unused and in its original condition. We will refund the full order amount minus the shipping costs for the return.
- In the event that your order arrives damaged in any way, please email us as soon as possible at [sales@firsttofire.net](mailto:sales@firsttofire.net) with your order number and a photo of the item's condition.
- For returns, please email customer service for a return authorization. No returns will be accepted without a return authorization.

### **Payment Security and Compliance:**

- In compliance with the Payment Card Industry Data Security Standard (PCI DSS) 4.0, we rigorously assess and monitor our payment processing systems to ensure the security of your payment data.
- We regularly review our IT assets and business processes associated with payment processing for vulnerabilities and implement necessary controls to safeguard your information.
- Our remediation efforts include addressing any security gaps and ensuring that payment data is stored only as necessary and in a secure manner.
- We maintain detailed records of our assessments, remediation actions, and compliance status. These records are compiled into reports and submitted to the relevant compliance-accepting entities, such as our acquiring bank or payment brands.
- We continuously monitor our security controls to confirm their effectiveness. Our security measures are regularly reviewed and updated to respond to new threats and to ensure the ongoing protection of payment account data throughout every transaction.

### **Customer Support:**

- For any questions regarding our shipping policy or if you need assistance with your order, please contact us at the following telephone numbers or email address:
  - Telephone: 580-919-2340
  - Telephone: 580-919-2174
  - Email: [sales@firsttofire.net](mailto:sales@firsttofire.net)
- Our customer support team is available to assist you Monday through Friday, 9am to 5pm.

