

FP Direct Customer Warranty and Return Policy

FP Mailing Solutions
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1. The FP invoice date is the start of all warranty periods.
2. All new and refurbished equipment distributed by FP is warranted for parts and labor for a period of 90 days from the date of invoice.
3. All warranty repairs must be performed at an FP facility.
4. All equipment that has been repaired at an FP facility is warranted for a period of 90 days from the date of invoice, on the repaired component only.
5. Supplies and Individual Parts, when ordered separately, are warranted for 90 days from the date of invoice.
6. The reference to “parts only” in FP’s warranty means that FP’s warranty extends only to defective components, parts, or materials. If any equipment, part, or supply fails during the warranty period due to a defect in a component, part, or material, FP will replace the defective component, part, or material at no charge.
7. If it is determined by FP that equipment or parts failed during the warranty period due to a manufacturer defect and cannot be repaired, FP will replace the equipment or parts.
8. FP’s warranty does not cover Consumable Parts and Supplies against normal wear and tear. Consumable Parts and Supplies include (but are not limited to): Inking Units, ink, Sponges, moistening cloths, moistening wicks, pressure sensitive labels, Brushes, Blades, Load Cells, and Rollers.
9. All warranty repairs are to be performed by an Authorized FP Service Technician (unless otherwise instructed). If a customer chooses to send equipment directly back to FP for a warranty repair, the customer is responsible for paying the freight for the return to FP. Once the warranty repair is complete, FP will pay for the return freight to the customer.
10. Set-up and adjustments of equipment are not covered by any warranty. In the event that equipment is returned to FP for set-up or adjustment related issues, a minimum of one hour labor (at FP’s current labor rate) will be charged to the customer. In addition, the customer is responsible for all freight expenses to and from FP.

EXCEPT AS SET FORTH ABOVE, FP MAKES NO OTHER WARRANTY, EXPRESS OR IMPLIED, INCLUDING NO WARRANTY OF MERCHANTABILITY, ON ANY POSTAGE METERS, EQUIPMENT, PARTS, OR SUPPLIES.

FP will accept returns of equipment, parts, and supplies only if the customer first obtains a Return Authorization (RA) number from FP. FP will not accept any return of equipment, parts, and supplies without an RA. Equipment, parts, and supplies returned without an RA number will not be eligible for credit. All RAs are only valid for 30 days. FP will accept customer returns of equipment, parts, and supplies only if the equipment or parts are unused and are still in their original packaging. When equipment, parts, and supplies are returned by a customer to FP, the customer will be charged a restocking fee equal to 20% of the invoiced price of the item. The customer is also responsible for paying the freight for the return to FP.

Any damage to FP Mailing Equipment, Parts, or Supplies that were shipped from FP to a customer when FP was responsible for freight charges must be reported to the FP Customer Experience Team within 48 hours. If a customer fails to report such damage, FP will not cover the costs associated with replacing the damaged items. In situations where a customer is responsible for paying freight charges, FP provides no warranty for damage occurring in transit and FP has no responsibility to replace such damaged items. In such a situation, a customer’s sole remedy is to file claim with the freight company.