



We have it!

Buy Fire Alarm Parts has a huge inventory and searchable database; we can help you find what you need. We carry panels and devices from Notifier, Fire-Lite, Edwards / EST, Gamewell FCI, Silent Knight, Simplex and more.



Easy returns and exchanges.

We want you to be happy with your order. If you run into any trouble with your order, give us a call and we'll do our best to make it right. All of our products are protected by a 90 day warranty.



Fast Shipping.

All items are in stock and ready to ship, unless otherwise noted. We place priority on orders placed before 2 pm EST, but we try to ship out all orders on the same day.



We're here.

We're available from 8am to 8pm via Phone, Chat, or Email. If we miss your call, chat, or message, our courteous sales staff will get back to you as soon as possible.



Safe and Secure Shopping.

All purchases are protected by industry leading security, Verisign SSL and daily virus scans by Symantec. We value your privacy, and our privacy policy is certified by TRUSTe.



Prompt Repairs.

We have a fast turnaround time on repairs and can work with you to get your repaired panel back in your hands as soon as possible, including Next Day Air or Saturday delivery if needed.



Core Returns.

Once you've replaced your panel, send us the damaged one. You will receive a core return refund back to your credit card, PayPal, or a store credit.

Information:

- Repair rates start at \$300 for the first hour and \$100 for each additional hour (if needed). While most repairs are completed within the first hour, the repair time and cost will be determined on the condition of the board and finalized when repair is completed. Repair rates will include all parts and labor, unless specific parts are required.
- Please include any documentation for your repair (manuals/datasheets). If this is not provided to us we may be unable to repair your board.
- If your equipment is unable to be repaired you will only be required to pay for the return shipping of your board.
- If we do not hear from you after 60 days, we will assume your equipment is abandon and will proceed with proper disposal.
- Please use this RMA form when sending in any items or there may be a delay in your request

Step 1: What are you sending us?

- ☐ Sending in my old or used fire alarm equipment for Core credit
- ☐ Sending in my equipment for Repair
- ☐ Return (10% Restocking Fee May Apply)
- ☐ Exchange

Brand: _____ Part Number: _____ Qty: _____
Problem Reported / Comments: _____

Step 2: How do we get in touch with you?

Company: _____
Contact: _____
Phone: _____
Email: _____
Address: _____
City: _____ State: _____ Zip: _____
Order: _____ (optional)

I agree to the pricing and repair policy with Buy Fire Alarm Parts.

Authorized Signature: _____ Date: _____

Step 3: Enclose and Return - Include this completed form inside your package and we'll take care of it right away!

**Buy Fire Alarm Parts
Repairs / Returns
4611 S University Dr #206
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