

03/2020 To All FSI Clients

NEW FSI TERMS AND CONDITIONS THROUGHOUT THE CURRENT PANDEMIC

(Where allowed by law; with management approvals as needed; regardless of credit lines; other as FSI may from time to time implement)

Together we have weathered 9-11, SARS, MERS, Ebola outbreaks and together we will get through COVID-19. FSI is stronger than ever, both financially, and with literally hundreds of products that are very relevant at this time.

As an Emergency Life Safety Products Provider FSI is open and will be through this entire pandemic to support FSI Distributor efforts worldwide with Hospitals, Fire, EMS, all State and Federal Government Agencies, FEMA, CDC, and so forth.

CHANGES TO STANDARD TERMS AND CONDITIONS (STANDARD TERMS AND CONDITIONS OTHERWISE REMAIN IN EFFECT)

FSI will not raise prices, nor will we change our business model – FSI sells only through authorized distribution and that will not change.

50 % prepayment of all new in any way pandemic related orders on a per order basis for standard product. Orders valued at more than offered line of credit must be taken into account.

100 % prepayment for customized, pandemic related orders, as defined by FSI on a per order basis

All orders once entered to be non-changeable, non-cancelable, and non-returnable

Do note deliveries are being extended as stock sells out and as the backlog grows daily – expect deliveries of 14-16 weeks and longer over time and/or for customization.

On multiple line item (Systems) orders it is possible product substitutions that meet and exceed the intent of the specs of the offered products will occur and so must be accepted.

Partial shipments of orders may have to occur for many reasons and so must be accepted

CONCLUSION:

These are new and challenging times – together we will assist in all ways possible. Based on a vaccine not being available for many months and statements from President Trump about this pandemic and its' aftermath lasting 18 months or more, this extended delivery cycle will still get the products to market to assist during this crisis period, and to be there for the next time.

Stay Safe FSI Management and Staff