



# WARRANTY INFORMATION

## Warranty - Outer Shell Carriers

- The outer shell carrier is warranted to be free from material and workmanship defects for 24 months from the date of issue, as verified by the warranty card.
- All outer carriers that have a material and workmanship defects, must be inspected by the manufacturer, if approved, the outer carrier will be repaired or replaced at no cost to the customer.
- This warranty shall be void if the product has been altered, misused, stored improperly, or not cleaned in accordance with cleaning instructions.

## Warranty – Soft Ballistic Panels

- The soft ballistic panels are warranted to perform to the NIJ standard listed on each label for a period of five years from the date of purchase, as verified by the warranty card.
- The soft ballistic panels have been tested and certified by the National Institute of Justice for Ballistic Resistance of Personal Body Armor.
- The soft ballistic panels are warranted to be of the same construction and design as the original NIJ certified model listed on the label.
- This warranty is subject to, and expressly conditioned upon, strict compliance with the following conditions:
  - The panel must not be torn, damaged, or altered in any way
  - The panel must not be subjected to abuse or misuse during service
  - The panel must be properly placed into the outer carrier
  - The panel must not be permitted to be excessively wet
  - The panel must not be subjected to excessive heat
  - The panel must be properly stored (i.e., not in excessively hot or damp conditions)
- If the soft ballistic panel cover is compromised (cut, torn or frayed) during the warranty period; it should not be worn and immediately returned to the manufacturer for inspection and repair.
- The soft armor panels will only reduce the possibility of serious physical injury in the areas covered by the panels. There should be no expectation of protection in areas of the vest not covered by the soft ballistic panel.
- The soft ballistic panel is not warranted to be bulletproof or stab proof.

Continued on to Next Page ►



## Warranty – Hard Armor (Helmet, Plate, Shield)

- The hard armor products are warranted to perform to the NIJ standard listed on each label for a period of five years. Certain hard armor products may be warranted for up to 10 years. The hard armor product will be labeled in accordance with NIJ requirements in which the warranty period will be defined. All warranties will be valid from the date of issue, as verified by the warranty card.
- This warranty is subject to, and expressly conditioned upon, strict compliance with the following conditions:
  - The hard armor must not be damaged, or altered in any way
  - The hard armor must not be subjected to abuse or misuse during service
  - The hard armor must be properly placed into the outer carrier
  - If the hard armor product is compromised, by abuse, drops, visible cracks, its use should be discontinued.

## This Warranty Does Not Cover and Becomes Void Under the Following Conditions

- Any carrier, ballistic or stab-resistant element, shield, plate, or helmet that has been altered or modified in any way, except for factory-authorized alterations by Slate Solutions.
- Any ballistic or stab-resistant element not contained within a Slate Solutions concealable or outer carrier vest, unless expressly approved by Slate Solutions.
- Damage resulting from abuse, misuse, improper storage, or inadequate maintenance.
- Penetrations caused during ballistic or stab testing procedures.
- Outcomes or performance results of specific ballistic or stab testing.
- Injuries caused by bullets, projectiles, or instruments that do not make contact with the ballistic or stab-resistant element.

## Replacement Program

- Slate Solutions will replace your armor product free of charge if it is damaged during an actual “on-duty” confrontation with a firearm, sharp or blunt object or automobile accident. The damaged armor product and a copy of the incident from the department is required.



## Warranty Service

- To file a warranty claim, please go to **[www.slatesolutions.com](http://www.slatesolutions.com)** to obtain the warranty information card. Once the card is complete, it can be submitted to **[info@slatesolutions.com](mailto:info@slatesolutions.com)** or you can call **1-754-200-6752**.
  - After we have received your warranty claim information, you will be responsible for shipping the defective product to us at your own expense. Remember to include your original receipt or invoice from Slate Solutions or from an authorized dealer or reseller; we must receive this in order to process your warranty claim.
  - Until we have had a chance to examine the merchandise, we cannot guarantee that any damage to the merchandise is covered by this warranty policy. If we have any questions about the manner in which our products were handled or stored, we ask that you provide us with that information; otherwise, we may be required to deny your warranty claim. If we cannot perform warranty service on a product because it is not covered by this policy, we will be happy to return the product to you, provided that you pay return shipping.
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