



RMA SOFT ARMOR WARRANTY GUIDELINES

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 having 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.