



WARRANTY POLICY | F005 Rev (NOV 1ST, 2022)

1. Warranty - Carrier Vests, Components, and Accessories

- 1.1 The carrier vest and other non-ballistic components are warranted to be free from material and manufacturing defects for twenty-four (24) months. Warranty period begins from the date of invoice (when product was shipped from Armor Express).
- 1.2 During the warranty period, any garment having a manufacturing or material defect, as determined solely through inspection by an authorized Armor Express representative, will be repaired or replaced at no cost to the customer.
 - **Example:** Defective snaps, defective zipper
- 1.3 The carrier vest warranty shall be void if the product has been altered, abused, misused, stored improperly, or not cleaned in accordance with cleaning instructions.

2. Warranty - Soft Ballistic Panels

- 2.1. The bullet/stab-resistant elements are warranted to perform to their NIJ-certified standard for a period of five (5) years from the date of invoice (when product was shipped from Armor Express).
- 2.2. The ballistic elements are warranted to be of the same construction and design as the original NIJ certified model listed on the label.
- 2.3. During the warranty period, should the soft body armor ballistic panel be compromised (cut, torn or frayed); it should not be worn and be immediately returned to the manufacturer for inspection.
 - Any soft ballistic component having a manufacturing or material defect during the warranty period, as determined solely through inspection by an authorized Armor Express representative, will be repaired or replaced at no cost to the customer.
 - If the damage is the result of improper care, storage, or abuse, determined solely by Armor Express, then owner will be responsible for the cost of repair or replacement, and Armor Express will advise the owner of our recommendations and associated costs.
- 2.4. The ballistic/stab-resistant elements of this system will reduce the possibility of serious physical injury to the wearer in the areas covered by the ballistic or stab elements.
- 2.5. There should be no expectation of bullet or stab resistance in areas not covered by the ballistic or stab element. The ballistic or stab element is not warranted to be bulletproof or stab proof.

3. Warranty – Hard Armor: Helmets, Plates, and Hard Armor Shields

- 3.1. **Armor Express Brand Hard Armor Warranty** – The following Armor Express products are warranted to perform to their NIJ-certified standard for a period of five (5) years from the date of invoice (when product was shipped from Armor Express):
 - Plates: SURGE, C-Shock, H-Shock, ARA-Shock, Triton
 - Shields: M1, S1, R1, R1+
- 3.2. **Original Equipment Manufacturer (OEM) Hard Armor Warranty**
 - OEM hard armor products are sold by Armor Express “as is”. Unless noted otherwise, Armor Express makes no warranty or representation for such equipment.
 - Please refer to Manufacturer’s warranty policy for length and terms.

4. Warranty – Ballistic Blankets and Soft Armor Shields

- **Non-Ballistic Components**
 - 4.1. Covers and other non-ballistic components are warranted to be free from material and manufacturing defects for twenty-four (24) months. Warranty period begins from the date of invoice (when product was shipped from Armor Express).
 - 4.2. During the warranty period, any covers or other non-ballistic components having a manufacturing or material defect, as determined solely through inspection by an authorized Armor Express representative, will be repaired or replaced at no cost to the customer.
 - 4.3. The warranty shall be void if the product has been altered, abused, misused, stored improperly, or not cleaned in accordance with cleaning instructions.
- **Bullet Resistant Elements**
 - 4.4. Ballistic Blanket and Soft Armor Shield products are not certified by NIJ, and no official certification is implied.
 - 4.5. The bullet resistant elements are warranted to be of the same materials, design, and construction as Armor Express’s NIJ-Compliant soft ballistic armor of the same protection level classification.
 - 4.6 The bullet resistant elements are warranted for a period of five (5) years from the date of invoice (when product was shipped from Armor Express).
 - 4.7. During the warranty period, should the soft armor ballistic panel be compromised (cut, torn or frayed); it should immediately be decommissioned from use and returned to the manufacturer for inspection.
 - Any soft ballistic component having a manufacturing or material defect during the warranty period, as determined solely through inspection by an authorized Armor Express representative, will be repaired or replaced at no cost to the customer.
 - If the damage is the result of improper care, storage, or abuse, determined solely by Armor Express, then owner will be responsible for the cost of repair or replacement, and Armor Express will advise the owner of our recommendations and associated costs.
 - 4.8. The ballistic resistant elements of this system will reduce the possibility of serious physical injury to the user in the areas covered by the ballistic elements.
 - 4.9. There should be no expectation of bullet resistance in areas not covered by the ballistic element. The ballistic element is not warranted to be bulletproof or stab proof.

5. This Warranty Does Not Cover and Is Void For:

- 5.1. Any carrier, ballistic or stab element, shield, plate, or helmet altered or modified in any way other than Armor Express/authorized factory alterations.
- 5.2. Any ballistic or stab element not in an Armor Express concealable or outer carrier vest, except as approved by Armor Express
- 5.3. Damage as a result of abuse, misuse, improper storage or maintenance.
- 5.4. Penetrations as a result of ballistic or stab testing.
- 5.5. The results of any specific ballistic or stab testing.
- 5.6. Injury as a result of bullets or other projectiles or instruments not impacting the ballistic or stab element.

6. SAVES Program

- 6.1. Should the bullet/stab resistant elements of an Armor Express body armor system be damaged defending against bullet/stab or other injury threats to the wearer in the line of duty, Armor Express components damaged as a result of the incident, up to and including, carrier vest, soft ballistics, and hard armor products, will be replaced free of charge by Armor Express. Products replaced under this policy are provided to the customer with a full warranty period based on the language outlined within this document. The warranty period begins from the date of invoice (when product was shipped from Armor Express).

7. The Warranties are Subject to Mandatory Arbitration

- 7.1. Any controversy or claim arising out of this Warranty Agreement shall be decided finally by a sole arbitrator in an arbitration proceeding conducted in accordance with the American Arbitration Association's rules of commercial arbitration. The arbitration shall be limited solely to the dispute between the individual user and Armor Express, and neither the arbitration nor any portion of it may be conducted on a class-wide or class action basis. The arbitration shall be held in Arlington, VA and shall be governed by the laws of the state of Virginia. The decision of the arbitrator shall be final and conclusively binding upon the parties and shall be non-appealable. Judgment upon the award of the arbitrator may be entered in any court of competent jurisdiction.
- 7.2. In any arbitration, Armor Express shall pay the reasonable costs of arbitration, including filing fees and the arbitrator's expenses. Armor Express and the individual user shall pay for their respective attorney's fees and costs, if any. Postponement and cancellation fees shall be payable, at the discretion of the arbitrator, by the party causing the postponement or cancellation. The individual user may opt out of this agreement to arbitrate by providing written notice of intention to do so to Armor Express within 50 days after the date of sale to the agency or the individual user.
- 7.3. Armor Express and the individual user agrees that by entering into this warranty agreement it has voluntarily waived the right to a trial by jury. The individual user waives its rights, if any, to participate in any class action brought against Armor Express in connection with this warranty.
- 7.4. You must comply with the provisions of this warranty, regarding the return of products, having material or manufacturing defects or compromised products prior to making any claim for arbitration.

REGISTER YOUR ARMOR

Upon receiving your armor, please complete the Product Registration Form below.

[BUTTON: PRODUCT REGISTRATION FORM]
(Former "Warranty Form" / Customer Satisfaction Survey)

Why register?

- **Ownership Verification** – Establish verification of your ownership within our records.
- **Efficient Service** – Completing this form will help you obtain more efficient Warranty service in case there is a problem with your product during the limited warranty period.
- **Product Notifications** – Quickly receive important notifications about your product when they become available.

HOW TO SUBMIT A WARRANTY CLAIM:

To ensure a smooth, swift process of your Warranty Claim, please follow the steps outlined below. **Failure to follow instructions will result in a significantly extended timeline to process your Warranty Claim.** If you have any questions or encounter issues completing the form, please contact Armor Express Customer Service (866) 357-3845, sales@armorexpress.com, or [Click Here](#).

If armor was purchased from an Authorized Armor Express Distributor:

- Please contact the Authorized Armor Express Distributor your armor was purchased from. They will submit a Warranty Claim on your behalf.

If armor was purchased directly from Armor Express:

1. Review the Armor Express Warranty Policy and confirm your situation is covered by Warranty.
2. Complete the Armor Express RMA Form in full:

[BUTTON: RMA FORM]

3. An Armor Express Customer Service Representative will review your form submission and accept your claim or contact you to address any questions.
4. Once your claim is processed, Armor Express Customer Service will have a prepaid shipping label sent to you.
5. Customer ships affected products to the following address:

Armor Express
ATTN: Returns
750-A W Fieldcrest Rd.

Eden, NC 27288

****IMPORTANT**** Warranty Claim approvals and prepaid shipping labels are valid for 15 business days. Once a Warranty Claim approval has expired, the shipping label provided will be invalid and a new claim must be submitted. The Warranty Period for Armor Express products will not be extended due to delayed product submission by customer.

6. Once the product is received, an official inspection will be completed. Armor Express Customer Service will contact customer with our findings and discuss available options to resolve your claim.

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