

# THE VEST MAN

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## Warranty Policy

At The Vest Man we take pride in our products which are made from start to finish right here in Southern California. We personally inspect all of the materials used and quality-check every Vest Carrier we manufacture. With our superior quality, unmatched customer service and confidence in our product in mind, these warranty details apply:

### **Our guarantee that your Vest Carrier will fit you properly:**

At The Vest Man we understand that a custom vest does not always fit each customer perfectly when it is first manufactured, that's why we offer free adjustment which means; if when you get your vest back from us it does not fit exactly as you want it to, we will adjust it - free of charge - until it fits you the way you need it to fit. In addition, if any pocket does not properly fit the item you requested the pocket for; we will fix that pocket – free of charge (provided that you supplied us with accurate measurements).

### **For five years after the date of purchase, we will:**

1. Replace any broken straps
2. Replace worn or broken elastic for a nominal charge of \$10 per side replaced
3. Replaced damaged pockets (meaning the pocket is separating from the Vest Carrier or tears)
4. Replace poorly functioning Velcro (that has been properly maintained)
5. Replace faded material (providing that it is made from our 600 Denier polyester material and that the Vest Carrier was properly cared for - i.e. dry cleaned, and not washed).

### **Our warranty does not cover:**

1. Tears to the material caused by sharp objects or altercations that damaged the Vest Carrier
  2. Damage caused to the material by machine washing the Vest Carrier
  3. Pocket changes desired by the officer after the Vest Carrier is completed, that were not originally specified when the order was placed.
  4. Fitting problems caused by the use of different ballistic panels that were not used for the creation of the Vest Carrier. If you get a new set of ballistic panels and they do not fit into your vest carrier we will try to adjust your Carrier for you so that the new panels will fit, but an adjustment is not always possible if the change in the panel size is too great.
  5. Normal wear that occurs when an officer wears the Vest Carrier on a daily basis and it is rubbing against a duty belt, seat, weapon, etc. We will repair the damaged pocket or area whenever possible for a nominal charge.
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