

Warranty & Repair Policy

MUSTANG SURVIVAL PRODUCT WARRANTY

Mustang Survival proudly guarantees the quality and performance of all our products. All Mustang Survival products come with a warranty that reflects our confidence in the high quality of our design, engineering and manufacturing.

Warranty Periods

Product	Warranty Period
Outerwear, Base layers, Gear haulers, Gloves	Practical Product Lifetime.
Kids Foam Flotation, Inflatable Flotation, Dry Suits, Rearm Kits	Two years from the date of purchase.
Adult Foam Flotation, All Other Products	One year from the date of purchase.

What our Warranty covers

Products with defects in materials or workmanship will be replaced or repaired at the discretion of Mustang Survival for the defined warranty period of the product.

The warranty excludes products damaged due to normal wear and tear, unauthorized modifications, embellishments or alterations, improper use, improper maintenance, accident, misuse, negligence, damage, or if the product is used for a purpose for which it was not designed, or used not in accordance with the product instruction. Unauthorized product modification automatically voids the Mustang Survival warranty. Damage due to wear and tear may be repaired at a reasonable charge.

Mustang Survival will use reasonable discretion to determine the validity of warranty claims. Each situation is different and is up to the discretion of Mustang Survival to determine whether a product has a manufacturing defect or if it is suffering wear and tear. In the case that a product does have a manufacturing defect deemed by Mustang Survival and is repairable, Mustang Survival may choose to not replace but to repair the product free of charge. The decision on whether to repair or replace a product is solely up to the discretion of Mustang Survival.

The warranty applies to the original purchaser only and proof of purchase is required. Mustang Survival products purchased from unauthorized retailers, online auction sites, or second-hand items are not covered under warranty.

The only obligation or liability of Mustang Survival under this limited warranty is to repair or replace the product and Mustang Survival shall not, under any circumstances be liable for loss of use or any consequential damages sustained by the Customer. All other warranties expressed or implied, and remedies with respect to the condition or use of the product, which might otherwise be provided by law in any jurisdiction, are specifically excluded.

This warranty applies to recreational and commercial/industrial products. Note: A recreational product used in a commercial/industrial environment will only be covered for 1 year against defects in materials or workmanship.

The warranty for products supplied under government or special contracts depends solely on the warranty agreed to as part of that contract.

What does Practical Product Lifetime mean?

Practical Product Lifespan means the usual and customary wearable life of the product. The Practical Product Lifespan does not mean for your lifetime or mean a time period that is indefinite. The manner in which the product is used directly impacts the usual and customary wearable life of the product, as materials will deteriorate and fade over time and parts will wear.

Practical Product Lifespan will be determined at the reasonable discretion of a Customer Experience representative who shall take into account at least the following factors: the type and nature of the

product, the nature of the use of the product, nature of the product issue involved, and age of the product.

PRODUCT INSPECTION - FLOTATION PRODUCTS

Our flotation products are lifesaving devices, and proper care and maintenance ensure ultimate safety performance. It is important to inspect flotation devices regularly to ensure they are in good working order, especially when used in commercial applications. To help guide the inspection process, guidelines for inspection are provided below to determine if repair or replacement is required.

Closed-cell foam becomes compressed over time. The volume of foam provides buoyancy and as the foam becomes compressed, buoyancy may be reduced to an unsafe level. Factors such as gasoline and prolonged oil contamination, among others, are very harmful to foam. This should be considered when reviewing the product. A garment's buoyancy must be maintained or it should not be in service. If you suspect buoyancy has been significantly reduced, replace the garment or contact a Mustang product dealer.

Products should be examined each year or whenever there is reason to question the safety provided. Review the product using the following garment condition indicators:

- **Buoyancy:** Test the product in a controlled in-water situation. Ensure an observer is monitoring and that the test is conducted in a calm water environment. A well-functioning personal flotation device's (PFD) buoyancy should keep your head safely out of the water.
- **Foam Liners:** Check shoulder and sleeve areas for separation or slippage.
- **Seams:** Inspect seams to ensure they are not separating, tearing or fraying.
- **Zippers:** Movement should be easy and have a good overall condition.
- **Fasteners:** Snaps, buckles and Tug-Tites® should all be in good working order.
- **Improper Storage:** Mold or mildew should not be present and storage in a compressed state or near heat may indicate damage.
- **UV Damage:** Indicated by significant discoloration or bleaching that weakens the exposed materials.

Products that indicate failure in any of these areas are not in proper condition and must be repaired or replaced. These are only guidelines but should be considered when reviewing our personal lifesaving devices used in commercial applications.

SENDING PRODUCTS FOR INSPECTION & REPAIR

Please contact your Mustang Survival Dealer or Mustang Survival directly if an inspection is required. Please have the model number and lot number ready for each product needing inspection and/or repair.

Product with a manufacturing date in excess of 6 years should not be returned for repair unless specifically authorized by our Repair Coordinator.

All products sent into Mustang Survival are required to be clean and marked with a Return Authorization (RA) number. Please mark the RA on the outside of the box and include any paperwork shipped with the product. Mustang Survival will refuse any product that has not been cleaned or is returned without an RA number. Please also keep a copy of your RA number for reference when calling about your repair.

Mustang Survival requires the return of the product (postage or delivery costs prepaid by Customer) for inspection before determining whether the product will be covered under warranty.

Once we have received your products our Quality Assurance Departments will inspect the product. It is then determined whether the product will be covered under this warranty. If the product is deemed to be covered under our warranty policy, it will either be repaired or replaced at the sole discretion of Mustang Survival at no charge to the Customer. If the product is determined to be non-warranty, payment will be required prior to shipment. Inspection fees will apply for all products that are considered non-warranty or free from defects.

Once repaired, the product under warranty will be returned to you free of charge.

When it comes to quality life jackets & vests, Mustang Survival is the brand you can depend on.