



## Warranty Guidelines

### Limited Lifetime Warranty

Congratulations on your purchase with OPS Public Safety! For over 10 years, OPS Public Safety has been the industry leader in mobile workspace systems. Today we continue to maintain our excellent reputation because we only ship products that meet our strict standards for workmanship and quality. That means we make our products in North America and will never compromise our standards for quality. As a result, we feel fully confident in offering our customers a limited lifetime warranty on our products.

### What the Warranty Covers

OPS Public Safety products are warrantied to the original owner against defects in manufacturing, materials, and workmanship for the lifetime of the product. If a product fails due to a defect, we will provide replacement parts, repair, or replace it, at our discretion.

### Period of Coverage

OPS Public Safety products are warrantied for the lifetime of the product under the original owner; from the purchase date until the day, they are taken out of service. For as long as you own the OPS Public Safety product, it is covered by our warranty.

### How to Get Service

If you believe your product may have a defect, please email us at [cs@opspublicsafety.com](mailto:cs@opspublicsafety.com) or call us for a warranty evaluation at 315-595-3300. If instructed to return your product for warranty service, please ship the requested product and parts to OPS Public Safety or a service dealer designated by OPS Public Safety. You must insure the shipment. We will not be liable for lost in-bound packages. In some cases, we may choose to ship you a replacement part for your products. If your product is determined not to be defective, you can still get service. We will contact you with the cost to repair and reship the item.

### What the Warranty Does Not Cover

This warranty does not cover damage caused by accident, alteration, improper care, improper installation, negligence, misuse, abuse, corrosion, normal wear and tear of moving parts, after market modifications, or scratches or dents caused by dropping or sliding rough or heavy objects across the aluminum or powder coated surfaces.

In the event your product arrives damaged, do not sign the BOL and contact OPS Public Safety immediately. All shipping damages must be claimed to the carrier within 30 days. After 30 days no damage claims can be made.

This warranty does not cover transportation to the dealer or manufacturer to get warranty service, loss of time, loss of use, or other incidental damages. This warranty does not cover consequential damages (the cost of repairing or replacing other property which is damaged if this product does not work properly). Items not manufactured by OPS Public Safety, such as slides and locking mechanisms, are covered for a period of one year from the date of the original purchase.

The warranty also does not cover any damage caused directly or indirectly by such events as accidents, civil commotions, fires, floods, earthquakes, hurricanes, tornadoes, or any other natural disasters.

### How to Contact Us

We are only satisfied if you are satisfied. If you have any questions about our products or our warranty service, feel free to contact us today and one of our skilled staff members will be happy to assist you. Thank you for choosing OPS Public Safety as your provider of top-quality mobile workspace systems!