



## Warranty Guidelines

### **Make a Claim**

If you are experiencing an issue with an OPS Public Safety product, call us at 630.994.3300, or contact your local dealer.

### **Standard OPS Public Safety Warranty**

OPS Public Safety guarantees quality in every product we produce. OPS Public Safety pledges to the original purchaser that their product will be free from defects resulting from substandard materials or craftsmanship for up to two years from the original purchase date. Warranty will not be recognized without proof of purchase or bill of sale. This warranty is not transferable.

In the event that a defect has occurred, OPS Public Safety will, by its own prerogative, either repair without charge only the items manufactured by OPS Public Safety listed on the original invoice provided by the purchaser, or replace the item with a product of equal value or model, based on current model availability. The product must be returned to an authorized service center or to OPS Public Safety at the purchaser's expense.

### **Disentitlement**

In the event of accidental damage, abuse or misuse, unauthorized alterations, improper installation, or lack of proper care and maintenance for the product, OPS Public Safety will not extend its warranty coverage to the affected product. Minor abrasion to the vehicle in which an OPS Public Safety product has been installed are considered acceptable wear and tear and are not covered by this warranty.

All repairs shall be performed by OPS Public Safety or any of its authorized dealers only upon permission being received from OPS Public Safety. OPS Public Safety does not authorize any person to create on its behalf, any obligation with respect to the OPS Public Safety products except as provided in this warranty.

### **Third Party Warranties**

Some components in your OPS Public Safety product may carry a separate warranty from OPS Public Safety such as slides or locking mechanisms. The warranty period on these components can vary. For more information contact OPS Public Safety at 630.994.3300.

### **Shipping Damage**

In the event that a unit has sustained shipping damage during the initial delivery to the purchaser, contact OPS Public Safety immediately with photos, and do not sign for the shipment.