

## **Bulletproof™ Vibe Limited Warranty, Shipping and Return Policy**

### **A. Limited Warranty**

The Bulletproof Vibe is covered by a manufacturer's limited warranty from Ridge Technologies LLC ("**Ridge**"). The warranty obligations of Ridge for the Bulletproof Vibe are limited to the terms set forth below.

#### **What is Covered**

This limited warranty covers defects in materials and workmanship in the Vibe under normal use in the applicable warranty period.

#### **How Long Does the Warranty Coverage Last**

The Bulletproof Vibe has two applicable warranty periods:

- **One-year manufacturer's limited warranty from the date of purchase:** Ridge will provide free replacement of faulty motor, switch and connecting electrical lines due to manufacturing defects for one-year after the date of purchase, defined as the unit's invoice shipping date.
- **Lifetime manufacturer's limited warranty** (for the lifetime of the Vibe) for manufacturing defects to all Vibe components, other than motor, switch and connecting electrical lines. If there are manufacturing defects in the frame, top plate or feet, Ridge will fix the problem free of charge.

#### **What is Not Covered**

This manufacturer's limited warranty does not cover any damage, deterioration or malfunction resulting from any normal wear and tear, alteration, modification, improper or unreasonable use or maintenance, misuse, abuse, accident, neglect, exposure to excess moisture, fire, improper packing and shipping (such claims must be presented to the carrier), lightning, power surges, or other acts of nature.

This limited warranty also does not cover any damage, deterioration or malfunction resulting from any unauthorized tampering with the Vibe, any repairs attempted by anyone unauthorized by Ridge to make such repairs, or any other cause which does not relate directly to a defect in materials and/or workmanship of the Vibe.

#### **Movement of the Vibe Outside of the Contiguous United States Voids this Warranty**

If the Bulletproof Vibe is shipped or moved outside of the contiguous United States, this warranty is voided and neither Ridge nor Bulletproof 360, Inc. ("**Bulletproof**") will be responsible for any necessary parts, repairs, or product replacement, nor any related shipping costs.

#### **Who is Covered**

Only the original purchaser of the Vibe is covered under this manufacturer's limited warranty. This limited warranty is not transferable to subsequent purchasers or owners of this Vibe.

#### **Warranty Coverage - Shipping**

Before returning the Vibe, contact Ridge Customer Service at customerservice@ridgeandcompany.com in order to identify the reason for the problem. If necessary, customer may need to return the Vibe to the manufacturing facility for repair. For all repairs or replacements covered by this manufacturer's limited warranty, shipping costs will be covered by Ridge. For repairs or replacements not covered by this limited warranty, customer will be responsible for all shipping costs. Contact Ridge Customer Service for more details.

## **B. Shipping**

- The Bulletproof Vibe can only be shipped to street addresses in the contiguous United States.
- The Bulletproof Vibe cannot be shipped to P.O. Box Addresses, International Destinations, Alaska, Hawaii or Puerto Rico.
- Expedited and Express shipping are NOT available at this time.
- Restocking fees apply to Vibe returns (see below for full details).

### **For damages during shipping:**

- Upon receipt of the Bulletproof Vibe, inspect the shipping container and packaging for visible damage.
- If damage is observed, note such damage on the carrier's Bill of Lading before accepting delivery.

Visit Bulletproof Customer Care at <https://www.bulletproof.com/pages/customer-care> to obtain a Return Merchandise Authorization (RMA).

The Bulletproof Vibe may be shipped to a freight forwarding company as long as the address is a street address in the contiguous United States. Shipping or moving the Vibe out of the contiguous United States, even through a freight forwarder, will void the warranties and the customer will be responsible for the cost of any necessary repairs or replacement, including shipping.

## **C. Returns**

### **Types of returns:**

1. **Shipping container and packaging damage:** Note the damage on the Bill of Lading before accepting delivery. Visit Bulletproof Customer Care at <https://www.bulletproof.com/pages/customer-care> to obtain a Return Merchandise Authorization (RMA).

Shipping damage that occurs if a customer ships the Vibe outside of the contiguous United States is the responsibility of the customer.

2. **30-day return:** Within 30 days of the date of purchase, defined as the date of delivery to the customer, the Bulletproof Vibe can be returned for any reason, provided that the Vibe is still in new condition, normal wear and tear excepted. Customer will be charged \$195.00 for the return of the Vibe and to cover applicable shipping costs and restocking fees. The Bulletproof Vibe MUST be returned in the original shipping container. All original packing materials MUST be installed in the shipping container. Please visit Bulletproof Customer Care at <https://www.bulletproof.com/pages/customer-care> if you would like to process a return.

Bulletproof will not accept the return of any Vibe that has been shipped or moved outside of the contiguous United States, even if returned within 30-days of purchase.

**3. Returns for non-warranty repair:**

- The Bulletproof Vibe should be returned in the original shipping container. If the original shipping container is not available, Ridge will provide the container. Fees may apply.
- Cost to return the Bulletproof Vibe and to do any repair work will be determined on a case-by-case basis.

Always contact Bulletproof by submitting a return request to Bulletproof Customer Care at <https://www.bulletproof.com/pages/customer-care> before returning a Bulletproof Vibe.

**D. Repairs**

1. **For warranty repairs:** contact Ridge [Customer Service at customerservice@ridgeandcompany.com](mailto:customerservice@ridgeandcompany.com) for warranty repairs covered under the manufacturer's limited warranty described in Section A of this policy.
2. **For non-warranty repairs:** for repairs and replacement parts that are not covered under the limited warranty described in Section A of this policy:
  - The cost to return the Bulletproof Vibe and to do any repair work will be determined on a case-by-case basis.
  - If it is determined that replacement parts are needed, Ridge will create an invoice for the necessary parts and send to the customer for payment. Once paid, the parts will be shipped out from the manufacturing facility.
  - If it is determined that the Bulletproof Vibe should be returned, it must be returned to Ridge in the original shipping container, with all original packing materials installed. If the original shipping container is not available, Ridge will provide the container. Fees may apply.
  - Replacement parts will only be shipped to an address in the contiguous United States.

**Limitation of Liability**

THE MAXIMUM LIABILITY OF BULLETPROOF AND RIDGE UNDER THIS LIMITED WARRANTY SHALL NOT EXCEED THE ACTUAL PURCHASE PRICE PAID FOR THE VIBE. TO THE MAXIMUM EXTENT PERMITTED BY LAW, BULLETPROOF AND RIDGE ARE NOT RESPONSIBLE FOR DIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM ANY BREACH OF WARRANTY OR CONDITION, OR UNDER ANY OTHER LEGAL THEORY. Some countries, districts or states do not allow the exclusion or limitation of relief, special, incidental, consequential or indirect damages, or the limitation of liability to specified amounts, so the above limitations or exclusions may not apply to you.

**Other Conditions**

This limited warranty gives you specific legal rights, and you may have other rights which vary from country to country or state to state. This limited warranty is void if (i) the label bearing the serial number of this product has been removed or defaced, or (ii) the product is not purchased from or distributed by Bulletproof.

**For Questions or Additional Information**

For any questions about the Vibe Limited Warranty, please contact Ridge Customer Service at [customerservice@ridgeandcompany.com](mailto:customerservice@ridgeandcompany.com).

For any questions about the Vibe Shipping and Return Policy, please contact Bulletproof Customer Care at:

- <https://www.bulletproof.com/pages/customer-care>
- Bulletproof Customer Service e-mail: [care@bulletproof.com](mailto:care@bulletproof.com).