



MUSTANG SURVIVAL WARRANTY

STANDARD WARRANTY TERMS

Mustang Survival products are warranted to be free from defects in materials and workmanship for a period of one year from the date of purchase. Proof of purchase may be required at the discretion of Mustang Survival. Products, which, in the sole judgment of Mustang Survival, have received excessive or abusive use or have been altered in any way by a dealer, the customer or any other person, will not be covered by this limited 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.

SENDING PRODUCTS FOR INSPECTION & REPAIR

Should a Mustang product require inspection, please contact your Mustang Dealer or Mustang Survival directly. When contacting Mustang Survival please have the model number and lot number for each product needing inspection and/or repair. If you are unable to find these numbers please contact our Customer Service Department with your product in hand so we are able to help you locate this information.

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

Once we have received your products our Repair Service and Quality Assurance Departments will inspect the product. It is then determined whether the product will be covered under this limited 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 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 defect.

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

If you need further assistance, please call our Customer Service Department at 1-800-526-0532 or email at custserv@mustangsurvival.com.

Thank you for your continued use of Mustang Survival products.