



## LIFETIME LIMITED WARRANTY

1. Volt Resistance LIFETIME LIMITED WARRANTY: Volt Resistance heated jackets, vests, gloves, socks [collectively, "products" excluding batteries & chargers] have a LIFETIME LIMITED WARRANTY against defects in materials or workmanship ["Manufacturer's Defect"].

If it is determined your Volt product has a Manufacturer's Defect within the first year of original purchase, we will replace or repair, at our option, that product at no cost to you; all you pay is the cost of shipping it to us. After the first year, a warranty processing fee, plus any applicable taxes, will be charged. All warranty claims are handled in the Volt Resistance facility; do not return your product to a store or e-commerce dealer as they are not authorized to provide service under this warranty. Instead, call 888 518 6871 to initiate the warranty process. You will then be required to return your product directly to Volt Resistance, along with your printed warranty claim form inside the box. Note: Volt Resistance has the sole discretion to determine manufacturer's defects.

If At Any Time It is Determined Your Volt Resistance Product Does Not Have Manufacturer's Defect and your issue is due to wear and tear, accident, abuse or any other problems determined not to be manufacturer's defects covered by our Lifetime Limited Warranty, we will replace or repair your Volt product but will be subject to a repair fee.

Start Your Warranty Claim:

- Call 888 518 6871 to get a claim form emailed to you.
- Complete the claim form and print TWO COPIES of the address label, one for the outside of your box and the other inside the box with your proof of purchase and Volt Resistance product.
- Any missing, incomplete or incorrect data entered by the customer is not the responsibility of Volt Resistance.
- When submitting your warranty claim, only send the Product that needs repair/replacement under the Lifetime Limited Warranty. Do not send other parts like batteries or chargers.

Proof of Purchase:

- A COPY of your Proof of Purchase is REQUIRED for warranty claims with the first year of original purchase. Do NOT send the original of your Proof of Purchase, since this will not be returned. Please send a copy of your proof of purchase as Volt Resistance is not responsible for original Proofs of Purchase.
- Proofs of Purchase or Sales Receipts from an unauthorized Volt Resistance retailer (eBay) are not considered Proofs of Purchase.

- Your proof of Purchase must match the item(s) you are making a claim for under this limited warranty.

Warranty Processing Fee:

After one year, a Warranty Processing Fee will apply to warranty claims for Manufacturer's Defects.

- Payment may be made when calling 888 518 6871

- NO personal checks accepted.

## 2. SUBSTITUTION/DISCONTINUED PRODUCTS:

- Please visit [www.voltheat.com](http://www.voltheat.com) to ensure your exact Product style is currently available [style, model number, color]. If your exact

Product is NOT available [discontinued], Volt Resistance has the right to substitute with similar style. All substitutions are final – No exceptions for any reason, including fit, color or personal preference.

- In the event that Volt Resistance has inventory of your discontinued Product, you will receive that exact style, even if you indicated a substitution preference while submitting your claim.

3. SCOPE AND DURATION OF THE WARRANTY: This warranty extends only to you, the original purchaser of the Volt Resistance

Product and lasts for the lifetime of your Volt Resistance Product for standard use. This limited warranty covers all parts of your Volt Resistance Product determined to be a Manufacturer's Defect, and does not cover the following:

- Loss or theft is NOT covered for any reason.

- This warranty does NOT cover wear and tear, abuse, damage by accident, or any other problems determined not to be Manufacturer's Defects covered by our Lifetime Limited Warranty.

4. LIMITATIONS ON DAMAGES: For breach of any express or implied warranty on this product, the consumer is limited to the following damages: repair of the product or replacement with an identical or equivalent style, at the election of Volt Resistance. Volt Resistance is NOT liable for any other damages, such as special, incidental, punitive or consequential damages, resulting from use of this product.

5. CUSTOMERS RESIDING OUTSIDE OF THE UNITED STATES: Volt Resistance's Lifetime Limited Warranty extends to customers residing outside the United States.

However, the appropriate negotiated UPS shipping rates are charged in addition to any Warranty Processing Fees. No replacement or repaired product is shipped until paid in full for international residents.

6. THIS LIMITED WARRANTY GIVES YOUR SPECIFIC LEGAL RIGHTS, AND YOU MAY HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE.