



# LONDON BRIDGE TRADING

The World's Best Tactical Nylon Gear

PROTECTING OUR NATION'S MOST VALUABLE ASSETS... ONE LIFE AT A TIME

## **LBT Product Guarantee**

### ***What does the warranty cover?***

London Bridge Trading Company extends a lifetime warranty on our products against manufacturing and materials defects for the service lifetime of the product. This warranty applies when the product is used for the purpose intended and not against every day wear and tear, modifications and alterations, or improper use and care. Items cannot be returned more than 90 days after the date of purchase. Because of the critical nature of body armor, LBT cannot accept returns of body armor of any kind. We also cannot accept returns on custom manufactured items due to the inability to resell these items. The determination of whether or not a product will be repaired or replaced under this warranty will be on a case-by-case basis, and at the sole discretion of London Bridge Trading Company.

### ***What does "lifetime" mean in "lifetime warranty"?***

A product's "lifetime" specifically refers to the service life of the product, or at such a time that, through normal use, the product can no longer function for the specific purpose intended. The determination of whether a product's expected lifetime has been exceeded will be made by London Bridge Trading Company.

### ***Are rips and tears covered under the "Limited Lifetime Warranty"?***

Any rips, tears, or holes that are caused by materials or manufacturing defect is covered under the "Limited Lifetime Warranty". Examples include stitching pulling out or through, weak spots in fabric or hardware failure within tolerances. However, if the rips, tears or holes are due to accident, improper care, negligence or natural breakdown of materials over extended lengths of time and use, London Bridge Trading Company will not repair or replace free of charge. This determination will be on a case-by-case basis, and at the sole discretion of London Bridge Trading Company. Repairs or replacements not covered under the warranty will be considered on an individual basis, and services provided will be at the expense of the customer at a reasonable charge determined at the time the product is evaluated. Products falling into this category will not begin the repair or replacement process until approved by the customer/owner.

***How do you define “normal” wear and tear and is it covered by the “Limited Lifetime Warranty”?***

We manufacture all of our products to meet superior standards set, met and continually raised here at LBT. However, regardless of how carefully it's used, or how well you care for your London Bridge Trading Company product, it will eventually begin to show age and wear. In hazardous combat conditions, wear on materials and equipment is accelerated to the point where it can't possibly be considered “normal” and must be expected to be replaced. London Bridge Trading Company warranty covers manufacturer's defects but it cannot cover wear and tear.

***How and where do I send my LBT product in for warranty evaluation or repair service?***

For warranty evaluation or repair service, your product must be returned directly to London Bridge Trading Company with a completed repair modification form ([click here to download form](#)).

When shipping the item back to LBT be sure to mark the defect clearly with a piece of masking tape and ship the product to Warranty Service, London Bridge Trading Company, 585 London Bridge Road, Virginia Beach, VA 23454. All shipping to Sales and Warranty Service must be pre-paid and insured. London Bridge Trading Company cannot be liable for any lost in-bound packages. Please do your best to send a clean product, devoid of hazardous materials (ammunition, flares, explosives residue, etc.) so we can avoid law enforcement problems and turn it around as soon as possible.

***Who pays for shipping?***

It's the responsibility of the customer to pay the shipping charges to return product(s) to LBT. Shipping charges for all non-warranty repairs are at the owner's expense. Customers with warranty claims outside of the Continental United States will be responsible for all freight costs and customs duties incurred in transporting product(s) to and from London Bridge Trading Company for service.

***I ordered the wrong color, can I return it?***

Returns of this type will need to be approved before being given an RMA. If approved a restocking fee of 15% will be charged for catalog or inventories items. For those items not in stock that required a 'make to order' job (custom order) a restocking fee of 25% will be charged before sending out the replacement item. Both returns of this nature require approval before being issued an RMA. All returns or exchanges will be evaluated on a case-by-case basis. Customer is responsible for accuracy of the product order to include: revision, camouflage pattern, color and correct sizing for all orders.

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