

# WARRANTY

## WHAT IS MY PRODUCT WARRANTY COVERAGE?

Your Mace product warranty covers product defects that prevent your product from working properly. Mace product warranty periods vary by product, and range from 30 days to 48 months from the proof of purchase shipment date (invoice date). Mace warrants that its products are free from defects in workmanship and materials, and will conform to published specifications.

## WHAT IS NOT COVERED UNDER THE PRODUCT WARRANTY?

The Mace warranty is limited to, and does not cover: (1) Consumables or batteries of any type used in connection with products furnished, (2) product malfunction or failure as a result of misuse, modifications, alterations, improper installation or maintenance, natural catastrophe or vandalism, (3) products that have removal of serial numbers or other inventory control measures or mechanisms. Mace assumes no risk and shall be subject to no liability for damages or loss resulting from the specific use or application made of the products.

## WHAT DO I DO IF MY PRODUCT WAS RECEIVED DAMAGED OR IS NOT WORKING PROPERLY?

Do not return product for repair or replacement without a Mace return material authorization (RMA). Contact us to first speak with one of our knowledgeable Technical Support representatives who can assist you with product troubleshooting and process any required warranty return for repair or replacement.

If any product fails to meet the limited warranty, Mace may repair or replace any product under warranty with new, refurbished or remanufactured product or make available any necessary repair or replacement parts. Mace will not be responsible for labor costs of removal or reinstallation of products. The repaired or replaced product is then warranted under the terms of the limited warranty for the balance of the original purchase warranty period or for 90 days, whichever is longer.

Within the first 30 days of purchase we cover standard ground shipping charges to and from your location, and our Technical Support department will issue return shipping labels upon request. After the first 30 days of purchase, you pay to ship the warranty product to us and we will pay standard ground shipping charges for the return shipment back to you.

## CAN I EXCHANGE OR RETURN A PRODUCT FOR CREDIT?

Do not return product for exchange or credit without a Mace return material authorization (RMA). Contact us to first speak with a Customer Service Sales or Technical Support representative for assistance. Mace may exchange, refund or credit, new products that are unused and complete in original condition and packaging, for a period of 30 days from the original date of purchase shipment (invoice date), and shipping charges are not refundable. All returns are subject to Mace inspection,

and failure to return products in the proper condition may result in a refusal of the return or may be subject to restocking fees.