

THE VEST MAN

Warranty Policy

At The Vest Man we take pride in our products which are made from start to finish right here in Southern California. We personally inspect all of the materials used and quality-check every Vest Carrier we manufacture. With our superior quality, unmatched customer service and confidence in our product in mind, these warranty details apply:

Our guarantee that your Vest Carrier will fit you properly:

At The Vest Man we understand that a custom vest does not always fit each customer perfectly when it is first manufactured, that's why we offer free adjustment which means; if when you get your vest back from us if it does not fit exactly as you want it to, we will adjust it - free of charge - until it fits you the way you need it to fit. In addition, if any pocket does not properly fit the item you requested the pocket for; we will fix that pocket – free of charge (provided that you supplied us with accurate measurements).

For three years after the date of purchase, we will:

1. Replace any broken straps
2. Replace worn or broken elastic
3. Replace poorly functioning Velcro (that has been properly maintained)
4. Replace faded material (providing that it is made from our 600 Denier material and that the Vest Carrier was properly cared for - i.e. not dry cleaned or machine washed).

For five years after the date of purchase, we will:

1. Fix any craftsmanship issues – for example any seams that come undone,
2. Make any adjustment for weight loss.

Our warranty does not cover:

1. Tears to the material caused by sharp objects or altercations that damaged the Vest
2. Damage caused to the material by machine washing or dry cleaning the Vest Carrier
3. Pocket changes desired by the officer after the Vest Carrier is completed, that were not originally specified when the order was placed.
4. Fitting problems caused by the use of different ballistic panels that were not used for the creation of the Vest Carrier. If you get a new set of ballistic panels and they do not fit into your vest carrier we will try to adjust your Carrier for you so that the new panels will fit, but an adjustment is not always possible if the change in the panel size is too great.
5. Normal wear that occurs when an officer wears the Vest Carrier on a daily basis and it is rubbing against a duty belt, seat, weapon, etc. We will repair the damaged pocket or area whenever possible for a nominal charge.
6. Motorcycle officer's vests are guaranteed for only 1 one year in black material, no other colors are warrantied. Regrettably, we have not **yet** found a way to stop fading in navy.