

Limited Product Warranty

VIP Standard Products

All standard offered VIP products are subject to a *one year limited warranty from date of purchase*. VIP Crowd Control will replace or repair, at its option all or part of what is determined to be a product defect, either in workmanship or components, providing that the product was installed, used and maintained as per instructions. All VIP Crowd Control warranties either expressed or implied will be deemed void if subject damages were caused due to improper installation, use and or maintenance. VIP Crowd Control's limited warranty applies to parts only and does not cover labor that may be required for repair or replacement of the warranted parts and/or products and that includes all shipping & handling charges.

VIP Custom Products or Services

All custom products or services are subject to a *limited 90 day warranty* from date of purchase VIP Crowd Control will replace or repair, at its option all or part of what is determined to be a product defect, either in workmanship or components, providing that the product was installed, used and maintained as per instructions. All VIP Crowd Control warranties either expressed or implied will be deemed void if subject damages were caused due to improper installation, use and or maintenance. VIP Crowd Control's limited warranty applies to parts only and does not cover labor that may be required for repair or replacement of the warranted parts and/or products and that includes all shipping & handling charges.

These warranties are expressly made in lieu of any and all other warranties expressed or implied, VIP Crowd Control shall not be liable for any damages or loss that may result directly or indirectly from use of these products. VIP Crowd Control will not be held responsible nor liable to the buyer or user of these purchased products for any and all consequential damages (direct, special, incidental), loss of use, performance failure, interruption of business, implied loss of profits due to product failure or inability to use these products. Under no circumstances will the buyer or user be entitled to damages or losses which exceed the purchased price of the product.

Reporting Product failure for Warranty Support

- Simply contact VIP Crowd Control (888) 521-0328
- Speak to any of the customer service representatives
- Provide company name, purchase order number or VIP invoice number, date of purchase, product type and product operation issue
- Your VIP customer service representative can generally address the issue same day without delay
- You may be required to provide pictures of the product failure or damage
- If you are directed to return the product, you must package the product(s) from damage, you will clearly display the assigned RGA (returned goods number) number on the package and you will be required to return the product **freight pre-paid** to the VIP Crowd Control Service Center for repair or replacement
- All unauthorized product returns will be refused and returned back to sender at the senders cost

Address all freight & correspondence to:

VIP Crowd Control Service Center
3101 Pomona Blvd,
Pomona, CA 91768