



## Warranty and Returns Policy

### SureFire Warranty Statement:

SureFire warrants all equipment of its own manufacture to be free of defects in material and workmanship. SureFire's sole obligation hereunder shall be expressly limited to repair or exchange, F.O.B. Farmington, NM, USA of such defective equipment, but does not apply to claims which are a result of improper installation, misuse, maladjustment, abnormal operating conditions, or lack of routine maintenance as determined by SureFire. Nor does the warranty include the furnishing of service for maintenance or problems arising from the foregoing causes. No claims for labor, installation, removal, transportation, or other expenses will be recognized. Notwithstanding any stipulation of the purchaser to the contrary, all other obligations, representations, warranties and conditions, express or implied, statutory or otherwise, including any implied warranties or conditions of merchantability, quality or fitness are hereby excluded and, SureFire shall not be liable for any loss, cost or damages, of any kind whatsoever, whether consequential, indirect, special or otherwise, arising out of or in connection with the equipment or any defect therein, even if caused by the negligence of SureFire, its employees or agents. The provisions hereof relating to the warranty and limitations hereon and limitation of liability shall continue to be enforceable between the parties notwithstanding termination of the within agreement for any reason including fundamental breach. Equipment not of SureFire manufacture shall pass through to the original manufacturer's or vendor's warranty.

| <b>Product Description</b>  | <b>Warranty Policy</b><br><i>Defective Products</i>                     | <b>Return Policy</b><br><i>Customer Return New Product</i>            |
|---|---|---|
| SureFire Controllers:<br>BMS-300, BMS-100, Flare-100<br>and BMS-350 Controllers   | 3 Years from date of purchase   | 180 Days from date of purchase<br>20% Minimum Restocking Fee          |
| SureFire FT Ignition Units:<br>FT-1, FT-2, FT-4, FT-6 and<br>FTL-F Ignition Units | 2 Years from date of purchase   | 180 Days from date of purchase<br>20% Minimum Restocking Fee          |
| Misc. Components  | Manufacturers carry own<br>individual warranty policy on<br>Components. | Manufacturers carry own<br>individual return policy on<br>Components. |

The warranty policy is related to manufacturing defects. The return policy is related to the return of product for any reason other than manufacturing defects. Returns must be approved by SureFire in advance of shipment and returned products must be in their original condition. Restocking fees for returns are at the discretion of SureFire and may vary by product.

### Effective Date:

The policy will be in effect on October 17<sup>th</sup>, 2019

### Shipping Cost:

For Warranty Claims, the shipping cost incurred by shipping the product from the customer to SureFire will be at the expense of the customer. If the product is deemed under warranty by SureFire, then the shipping cost incurred by shipping the product from SureFire to the customer will be at the expense of SureFire. If the product is deemed non-warranty by SureFire, then the shipping cost incurred by shipping the product from SureFire to the customer will be at the expense of the customer.



For Return Claims, the shipping cost will be at the expense of the customer.

**Warranty Claims Resolution:**

SureFire will provide one of the following resolutions for warranty claims. The resolution will be completed at the sole discretion of SureFire.

1. SureFire will repair any defective parts, free of charge to the customer.
2. SureFire will replace the defective product, free of charge to the customer.

SureFire will provide a credit, minus a restocking fee for approved return claims.

**Voiding SureFire's Warranty:**

SureFire's obligation under this warranty is limited to the above and does not apply to claims which are a result of improper installation, misuse, maladjustment, abnormal operating conditions, or lack of routine maintenance as determined by SureFire. Nor does the warranty include the furnishing of service for maintenance or problems arising from the foregoing causes.

Conducting product repairs, parts exchange or unauthorized maintenance will immediately void the SureFire warranty.

**Non-Warranty Products:**

In the event that a product is returned to SureFire under a warranty claim, and SureFire deems the product non-warranty, the following options are available on a case by case basis:

1. If the product is able to be repaired, SureFire may offer a quotation for the repair costs.
2. If the product is not able to be repaired, SureFire may either discard the damaged product or return the damaged product to the customer, upon customer consent.
3. A replacement product may be purchased.

**Return Material Authorization:**

To acquire a return material authorization from SureFire, it is highly recommended to contact the SureFire technical support hotline @ 505-333-2876 for potential troubleshooting.

If technical support deems that product in need of a warranty or returns claim, please contact the SureFire returns department @ 505-333-2878 Ext. 18 or @ returns@surefire-controls.com.