This product has been manufactured and tested to the highest quality standards. This Limited Warranty covers defects in material or workmanship of new SlowStop products. This warranty extends to the original purchaser only and is non-transferable. Only users purchasing SlowStop products from SlowStop Guarding Systems, LLC, its authorized distributors or resellers, or through SlowStop Guarding Systems’ authorized websites are eligible for coverage under this Limited Warranty.

What is Covered?
SlowStop Guarding Systems, LLC warrants this product against:

1. Material or Workmanship Defects:
   SlowStop Guarding Systems, LLC will replace, at no charge, any product or part of the product or, at its option, replace parts only for any product that proves defective because of improper workmanship and/or material, under normal installation, use, service, and maintenance. If SlowStop Guarding Systems, LLC is unable to provide a replacement and repair is not practical or cannot be made in a timely fashion, SlowStop Guarding Systems, LLC may elect to refund the purchase price in exchange for the return of the product.

2. Base and Modular Connectors Breakage:
   SlowStop Guarding Systems, LLC will replace, at no charge, any part of the bollard base or modular connectors that break or become unusable as a result of an impact given that the speed and mass of the impacting vehicle are not beyond the specified limits of the product. If SlowStop Guarding Systems, LLC is unable to provide a replacement and repair is not practical or cannot be made in a timely fashion, SlowStop Guarding Systems, LLC may elect to refund the purchase price in exchange for the return of the product.

How Long Does The Coverage Last?

Two Year Warranty:
The warranty period is two years from the documented date of purchase.

What Our Warranty Does Not Cover

Our warranties do not cover any problems that are caused by:

A. Conditions, malfunctions, or damage not resulting from defects in material or workmanship
B. Conditions, malfunctions, or damage resulting from normal wear and tear, improper installation, improper maintenance, misuse, abuse, negligence, accident, or alteration.
C. Conditions, malfunctions, or damage resulting from the addition, incorporation, and use and association with any accessory or product not manufactured by SlowStop Guarding Systems, LLC.

Pipe components are not warranted against dents or bending that are a result of impact beyond specified energy absorption limits of the product.

Limited warranties are void if a product is returned with removed, damaged, or tampered labels or any alterations (including removal of any component).

How to File a Claim

SlowStop Guarding Systems, LLC will not provide any warranty coverage unless claims are made in compliance with all terms of the controlling warranty statement included with your product and you follow proper return procedure. To request warranty service, you will need to provide the following to receive a Return Merchandise Authorization (RMA) number:

1. The Purchase Order Number or other evidence of the date and place of purchase.
2. A description and photo documentation of the defect or non-conformity, in writing within thirty (30) days of the discovery.
3. If requested, delivery of the product or the defective part, postage prepaid, and carefully packed and insured, along with the RMA number, to:
   SlowStop Guarding Systems, LLC
   Attn: Customer Service
   4955 Stout Drive
   San Antonio, Texas 78219

When warranty service is completed, any repaired or replacement product or part will be returned to you postage prepaid. If replacement is being provided the customer will be responsible for shipping costs.

What State Law Applies?

This limited warranty has been accepted and made performable in Bexar County, Texas. The agreement for the sale of these products manufactured by SlowStop Guarding Systems, LLC, and the rights and obligations of the parties shall be construed under and governed by the laws of the State of Texas, without giving effect to principles of conflicts of laws. Exclusive venue for resolution of any dispute between the parties related to the sale of such products shall be in Bexar County, Texas.