

# On Scene Solutions Quick Release Cargo Strap Warranty

On Scene Solutions LLC warrants products of its manufacture against defects in materials and workmanship for a period of 2 years from the date of purchase. This warranty coverage is valid only if the product has been installed and used in accordance with the manufacturers recommended installation.

During the duration of the warranty period, coverage is extended to the first purchaser, in the event of a direct purchase from On Scene Solutions. In the event the product is purchased by an OEM manufacturer of vehicles or an On Scene Solutions approved dealer/distributor with intent to re-sell, the warranty may be extended to the first "end" purchaser of said product.

During the warranty coverage period, any product that falls within the warranty coverage guidelines, will be replaced in its entirety, by an On Scene Solutions warranty center, or an authorized dealer/agent of On Scene Solutions. The defective product must be returned complete (all components) including two buckle connectors, (receptacle and insertion) and straps with a complete description of the failure, to be considered for warranty coverage.

This warranty is not applicable to any On Scene Solutions Cargo Strap product that has failed due to abuse, misuse, improper installation, excessive tension or alterations to the product that affects, in the manufacturer's judgment, intended use and service. This warranty covers the complete buckle and any segment of the strap webbing, sewn by On Scene Solutions. Straps that are worn due to improper tensioning or positioning are NOT covered by warranty.

On Scene Solutions will not be held liable for any incidental or consequential damages, and assumes no responsibility or liability for expenses incurred in the removal and or re-installation of products requiring service and or repair. On Scene Solutions will not be responsible for the packaging, handling and shipping of products to the warranty repair center or authorized warranty agent/dealer. On Scene Solutions will cover all costs of return postage to warranty covered customers.

There are no warranties, expressed or implied, including, but not limited to, any implied merchantability or fitness for a particular use. On Scene Solutions reserves the right to modify this warranty statement at any time; or discontinue, modify or upgrade any products of its manufacture with design improvements without prior notice.

This warranty gives you specific rights, and you may also have other rights which vary from state to state.

## Warranty Return Procedures

- 1) On Scene Solutions products are to be returned freight prepaid to On Scene Solutions, 231 N. Chimney Park Dr., Windsor, CO 80550 or an authorized On Scene Solutions distributor.
- 2) A copy of the sales receipt must accompany the returned product to qualify for coverage.
- 3) Include the complete product with a description of the problem.
- 4) Include all contact information (i.e. Name, address, day and evening phone and email address).
- 5) On Scene Solutions will return all replacement units via Fed Ex (no cost to the customer) usually within one week of verifying coverage.