

CONDITIONS

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PRICES

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PAYMENT

Lines of credit may be issued to Municipalities, Government Agencies, Cities, Departments and/or Dealers. To apply for credit terms, please contact Customer Service. For orders not on a line of credit, payment is required prior to orders entering Production. Payment can be made via Check, ACH, or Credit. A 3% Surcharge will be assessed on Credit Card Payments.

SALES TAX

Sales tax will be charged on all orders based upon delivery address unless a sales tax exemption form is provided. Please send all exemption forms to CS@Ricochet-Gear.com.

DELIVERY

All orders are shipped via UPS Ground for speed, convenience, and economy. Customers in Alaska, Hawaii and Puerto Rico may choose U.S. Postal Service or UPS Second Day Air at additional costs. Some restrictions may apply due to quantity, weight, shape, or size. Expedited or additional delivery cost will be charged to the customer and an estimate will be provided prior to shipping.

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WARRANTY

Ricochet warrants its protective clothing to be free from defects in materials and workmanship for their serviceable life when properly used and cared for. Our obligation under this warranty shall be limited to the repair or replacement, without charge, of any product which is returned to us at the buyers' expense and is determined by us to be defective in materials or workmanship but is otherwise serviceable. This warranty shall not be applicable unless the products are used for the purpose for which they were designed and are used by trained personnel following proper procedures and in accordance with the product's warning, use, inspection, maintenance, care, storage, and retirement instructions. Failure to properly care for the garment will lead to a shortening of the serviceable life.

"Serviceable" refers to the general condition of the garment which can be expected to provide at least reasonable limited protection against the hazards from which the garment was designed to protect. "Serviceable life" is the period of time protective clothing, which has been properly cared for, can be expected to provide reasonable limited protection.

"Defects in Materials" refers to weak areas or other flaws caused by irregularities in their manufacture. "Defects in Workmanship" refers to improperly manufactured seams, stitching, or other construction methods.

This warranty does not cover wear and tear nor damage from fire, heat, chemicals, misuse, accident, or negligence. Claims for manufacturing defects must be received from the Customer within one (1) year of delivery of product on which the claim is based, or such longer period as required applicable by law. THIS WARRANTY IS EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. The remedy of repair or replacement for breach of this warranty shall be the sole and exclusive remedy and Ricochet shall not under any circumstances be liable for incidental or consequential damages.

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