

## Manufacturer's Warranty Information

Certain manufacturers require that you deal directly with them for defective merchandise (Blackhawk, Luminox, Surefire, Streamlight, Monadnock, Traser, 5.11 Light for Life, 5.11 watches). **See second page for details.** Below are contact links for all of our major brands. If you do not see your brand listed below, you may still send your defective merchandise back to us within 30 days of receipt. If you have a defective item, you may contact us at [returns@lapolicegear.com](mailto:returns@lapolicegear.com).

<i>Manufacturer Contact Information</i>		
<a href="#">4Sevens Flashlights</a>	<a href="#">Eberlestock</a>	<a href="#">Pelican</a>
<a href="#">888 Triple Eight Knives</a>	<a href="#">EMA Tactical</a>	<a href="#">Pipe Hitter's Union</a>
<a href="#">Aimpoint</a>	<a href="#">EOTech</a>	<a href="#">Plano Gun Cases</a>
<a href="#">Allen Company</a>	<a href="#">ESS Safety Eyewear</a>	<a href="#">Posse Quality Products</a>
<a href="#">Adventure Medical Kits</a>	<a href="#">Fenix Flashlights</a>	<a href="#">Propper Tactical Apparel</a>
<a href="#">ASP Products</a>	<a href="#">Fobus</a>	<a href="#">QuikClot</a>
<a href="#">Benchmade</a>	<a href="#">Galco</a>	<a href="#">Quiqlite</a>
<a href="#">Bianchi</a>	<a href="#">Gerber</a>	<a href="#">Sabre</a>
<a href="#">Birchwood Casey</a>	<a href="#">GG&amp;G</a>	<a href="#">Safariland</a>
<a href="#">Blackhawk</a>	<a href="#">Gould &amp; Goodrich</a>	<a href="#">Schrade Knives</a>
<a href="#">Blauer</a>	<a href="#">Gun Vault</a>	<a href="#">Shellback Tactical</a>
<a href="#">Blue Wonder</a>	<a href="#">Hatch</a>	<a href="#">Sightmark Optics</a>
<a href="#">Bobster Eyewear</a>	<a href="#">Hazard 4 by Civilian Lab</a>	<a href="#">Smith &amp; Wesson</a>
<a href="#">Boker Knives</a>	<a href="#">Howard Leight</a>	<a href="#">SpeedFeed</a>
<a href="#">Boston Leather</a>	<a href="#">Humvee Tactical Gear</a>	<a href="#">Spyderco</a>
<a href="#">Bradley Cutlery</a>	<a href="#">Icon Flashlights</a>	<a href="#">SOG Knives</a>
<a href="#">Break-Free</a>	<a href="#">Inova Lights</a>	<a href="#">Stansport</a>
<a href="#">Brite-Strike</a>	<a href="#">Insight Technology</a>	<a href="#">Streamlight</a>
<a href="#">Brunton</a>	<a href="#">Kershaw Knives</a>	<a href="#">Surefire</a>
<a href="#">Buck Knives</a>	<a href="#">Kleenbore Gun Care</a>	<a href="#">Swarovski Optik</a>
<a href="#">Bushnell</a>	<a href="#">Leatherman Tools</a>	<a href="#">Tactical Assault Gear</a>
<a href="#">Bust A Cap</a>	<a href="#">Leupold</a>	<a href="#">Tactical Tailor</a>
<a href="#">Camelbak</a>	<a href="#">Luminox Watches</a>	<a href="#">Tactical Medical Solutions</a>
<a href="#">Casio</a>	<a href="#">M-Pro 7 Weapons Cleaning</a>	<a href="#">Trijicon</a>
<a href="#">Climb Assist</a>	<a href="#">Maglite Flashlights</a>	<a href="#">Tuff Products</a>
<a href="#">Coast Flashlights</a>	<a href="#">Magpul Industries</a>	<a href="#">Uncle Mike's Gear</a>
<a href="#">Coghlan's</a>	<a href="#">Mako Products</a>	<a href="#">Under Armour</a>
<a href="#">Cold Steel Knives</a>	<a href="#">Maxpedition Gear</a>	<a href="#">UZI Handcuff Keys</a>
<a href="#">Columbia River Knives</a>	<a href="#">Meprolight Night Sights</a>	<a href="#">Vertx Tactical Clothing</a>
<a href="#">Columbia Sportswear</a>	<a href="#">Mil-Spec Monkey</a>	<a href="#">Wiley-X Eyewear</a>
<a href="#">Condor Outdoor Gear</a>	<a href="#">Monadnock</a>	<a href="#">Wise Food Supply</a>
<a href="#">Defense Technology</a>	<a href="#">Nite-Ize</a>	<a href="#">Zak Tool</a>
<a href="#">Desantis Holsters</a>	<a href="#">NovaTac Flashlights</a>	<a href="#">Zeiss Sport Optics</a>
<a href="#">Ear Pro by Surefire</a>	<a href="#">Otterbox</a>	<a href="#">Zero Tolerance Knives</a>
<a href="#">Earphone Connection</a>	<a href="#">Peerless Handcuffs</a>	

### **Surefire Return Policy**

If your Surefire product has any defects, you are **REQUIRED** to deal directly with Surefire's Customer Service per their policy. Please do not send your Surefire product back to LA Police Gear, Inc. as we will not be able to accept it back. If deemed to have a manufacturer's defect, Surefire will repair or replace the item at no charge under their limited lifetime warranty. [Click here](#) for Surefire's Contact information.

### **Boston Leather Return Policy**

Any custom-made Boston Leather item is **FINAL SALE** and cannot be returned. This is because they are custom made for your specific badge. If your Boston Leather product is defective, does not fit, or has any other issue, please contact us and we will help you out. If you have any questions on this, feel free to contact our customer service or returns department.

### **Monadnock Defects**

If your baton has any defects, you are **REQUIRED** to deal directly with Monadnock's Customer Service per their policy. Please do not send your baton back to LA Police Gear, Inc. as we will not be able to accept it back. If deemed to have a manufacturer's defect, Monadnock will repair the baton at no charge under their limited lifetime warranty.

### **Brite Strike Return Policy**

If your Brite-Strike product has any defects, you are **REQUIRED** to deal directly with Brite Strike's Customer Service per their policy. Please do not send your Brite Strike product back to LA Police Gear, Inc. as we will not be able to accept it back. If deemed to have a manufacturer's defect, Brite Strike will repair or replace the item at no charge if still under warranty. [Click here](#) for Brite Strike's Contact information.

### **Peerless Return Policy**

If your Peerless product has any defects, you are **REQUIRED** to deal directly with Peerless's Customer Service per their policy. Please do not send your Peerless product back to LA Police Gear, Inc. as we will not be able to accept it back. If deemed to have a manufacturer's defect, Peerless will repair or replace the item at no charge if still under warranty. [Click here](#) for Peerless's Contact information.

### **Pelican Return Policy**

If your Pelican product has any defects, you are **REQUIRED** to deal directly with Pelican's Customer Service per their policy. Please do not send your Pelican product back to LA Police Gear, Inc. as we will not be able to accept it back. If deemed to have a manufacturer's defect, Pelican will repair or replace the item at no charge if still under warranty. [Click here](#) for Pelican's Contact information.

### **Campco (Humvee, S&W Watches, UZI) Return Policy**

If your Humvee, Smith & Wesson Watch, or Uzi product has any defects, you are **REQUIRED** to deal directly with Campco's Customer Service per their policy. Please do not send your product back to LA Police Gear, Inc. as we will not be able to accept it back. If deemed to have a manufacturer's defect, Campco will repair or replace the item at no charge if still under warranty. [Click here](#) for Campco's contact information.

### **Luminox Return / Repair Policy**

Luminox offers a limited warranty of defects in materials and workmanship for a period of two (2) years after original purchase from an authorized Luminox dealer. This means that if the materials in your watch aren't right or if the watch isn't put together correctly, Luminox will repair or replace it, at their discretion. This does **NOT** mean you can abuse your watch and expect us to fix it for free. Luminox does **NOT** cover normal wear and tear, batteries, crystals, watch case, strap, bracelet, loss or theft. You will void your warranty if you open your caseback, push the buttons underwater, or forget to screw down or push in the crown properly and expose your watch to moisture.

**If your watch** has any defects, you are **REQUIRED** to deal directly with the Luminox Service Center. Do **NOT** send your watch back to LA Police Gear, INC. All warranty repairs, other than crystals, bands, bezels, crowns, cases and batteries, will be repaired at **NO CHARGE** when received within the two-year warranty period and accompanied by a sales/gift receipt and the \$10.00 s/h fee. Crystals, crowns, cases and batteries will be replaced by the Luminox Repair Center at a cost determined by them.

Watches should be sent to the **NEW FACTORY SERVICE CENTER** address below (also see warranty card for info):

Luminox Service Center  
1024 Reservoir Avenue  
Cranston, RI 02910  
888-61-WATCH

Any repair required after the warranty period of 2 years can be done at the above mentioned service center, for a cost determined by the service center. You should return your watch with a brief explanation of the problem, check or money order for \$10.00, and a phone/fax/email number for correspondence of the amount due for the repair.

### **Traser Watches**

All Traser watches purchased from L.A. Police Gear, Inc. come with a manufacturer's warranty. If you register your watch with Traser, you will have a three year warranty from Traser that protects you from manufacturer's defects. We are unable to take back defective Traser watches for a replacement or refund. Please visit Traser's site to register your watch.

<http://www.lapolicegear.com/trwawaandsei.html>

<http://traserh3watches.com/en/register/>

### **Blackhawk Warranty Information**

Blackhawk offers a limited warranty on all of their products. If you receive **any** Blackhawk item that is defective, you must contact Blackhawk directly at 1-800-694-5263 x3450. Blackhawk will process your warranty claim and provide further instructions on the next step. DO NOT send your defective Blackhawk merchandise back to LA Police Gear. We are not able to repair or replace any defective Blackhawk item. If you would like a refund on your defective Blackhawk merchandise, please email the [Returns Department](#) and we will be able to determine if your item is covered under Blackhawk's warranty and if we are able to process that request for you. If you have any questions at all regarding the Blackhawk warranty policy or are unsure on how to proceed with your defect, please contact the [Returns Department](#). You may also contact Blackhawk via [email](#) or via phone at 1-800-694-5263 x3450.

### **5.11 Light For Life Warranty/Repair**

The 5.11 Light For Life™ comes with a limited lifetime warranty and its internal components are rated for a life of over 50,000 cycles. (That adds up to more than 135 years if you use and recharge the light once a day!) The flashlight's body is made from a state-of-the-art polymer that is impact, abrasion and water resistant to stand up to the intense duty we know you'll put it through.

Light for Life™ Limited Warranty

#### Scope of Light for Life™ Warranty

5.11, Inc. ("5.11") warrants each Light for Life™ product ("Product") sold by 5.11 or its authorized dealers to be free of defects in materials or workmanship for as long as you own the Product, or for the maximum period allowed by the laws of your jurisdiction, if less. Please note, however, that 5.11 warrants the chargers for Light for Life™ products for a period of one year from the date of purchase, but the chargers are otherwise subject to the same terms and conditions of this warranty.

#### Exclusions from Coverage

Excluded from coverage under this warranty are the following:

- Products purchased other than from 5.11 or from an authorized 5.11 dealer.
- Damage resulting from abuse or misuse.
- Damage resulting from extended wear and tear.
- Damage resulting from tampering or a customer modification.
- Damage resulting from exposure to a caustic substance.
- Consequential, incidental, indirect, punitive, exemplary, and/or special damages (although some states in the United States do not allow the exclusion or limitation of consequential or incidental damages, so this exclusion might not apply to you). This warranty is the exclusive warranty provided by 5.11 relating to the product and, to the maximum extent permitted by law, 5.11 disclaims all other express or implied warranties.

#### What You Will Need to Do

To return a defective product for warranty service, please call us at **1-888-511-4LFL (4535)** in the U.S. and **+46 40 467 388** in Europe.

If 5.11 determines that the product is defective, 5.11 will either replace the product or repair the product. All determinations made by 5.11 will be within 5.11's sole discretion. All returns by 5.11 in the United States will be sent using ground shipping; shipments being

returned to a P.O. Box will be made using U.S. Mail. All returns to international customers will be sent using standard shipping.

Please note that this guarantee does not affect our statutory rights.

#### State Laws

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

#### **5.11 Tactical Watch Return / Repair Policy**

5.11 Tactical offers a 2 year warranty on their watches. **Please note that all defective 5.11 watch issues (including dead batteries) must be handled directly through the repair center.** Please contact their repair center for any repairs or questions:

Watch Service Company  
3443 S. State St. #5  
Salt Lake City, UT 84115  
1-877-WSC-TIME