



Caliber Armor®: Ultra Series Ballistic Shield Warranty

Caliber Armor, LLC. Ultra Series Steel/Alloy Ballistic Shield faces and handles are warranted to be free from material and manufacturing defects for ten (10) years and guarantee a minimum of twenty (20) year shelf life on the shield face from the date of purchase. Caliber Armor maintains a document retention policy and will match serial numbers to the order date and purchaser.

- This warranty is limited to the shield face and handle and does not cover normal wear and tear of the arm strap, foam arm rest or grip tape that covers the handle. These are replacement parts and can be ordered through Caliber Armor or your local representative.
- Warranty is not transferrable from original issuing department.
- Any component having a manufacturing or material defect during the warranty period, as determined solely through inspection by an authorized Caliber Armor representative, will be repaired or replaced at no cost to the customer.
- If the damage is the result of improper care, storage, or abuse, determined solely by Caliber Armor and its representatives, then the owner will be responsible for the cost of the repair or replacement, and Caliber Armor will advise the owner of our recommendations and associated costs.
- This warranty covers self-defense incidents, but not intentional damage or gross negligence.
- Any modifications to the original handle, bolts, washers, nuts, viewport, foam will void this and any other implied warranty of the ballistic shield.

To register your Caliber Armor Ultra Series Ballistic Shield, you must fill out the form with all information requested.

www.caliberarmor.com/warranty-registration/ Registration is required for ownership verification so that we can efficiently service and notify you if there is any problem with your product during the limited warranty period.

The ballistic resistant elements of the shield will reduce the possibility of serious physical injury to the user in the areas covered by the ballistic shield. There should be no expectation of bullet resistance in areas not covered by the ballistic shield. The ballistic shield is not warranted to be bulletproof. It is tested in a controlled laboratory environment against threats listed in the authorized spec sheet for the product purchased. Ballistic shields are batch tested by steel mill and finish tested by certified ballistic test lab. The Shields are not certified by the NIJ, and no official certification is implied.

Warranties are subject to mandatory arbitration. Any controversy or claim arising out of this Warranty Agreement shall be decided finally by a sole arbitrator in an arbitration proceeding conducted in accordance with the American Arbitration Association's rules of commercial arbitration. The arbitration shall be limited solely to the dispute between the individual user and Caliber Armor and neither the arbitration nor any portion of it may be conducted on a class-wide or class action basis. The arbitration shall be held in Louisville, KY and shall be governed by the laws in the state of Kentucky. The decision of the arbitrator shall be final and conclusively binding upon the parties and shall be non-appealable. Judgement upon the award of the arbitrator may be entered in any court of competent jurisdiction.

If you have any questions about our warranty policy or would like to file a claim, please feel free to send us an email to warranty@caliberarmor.com or call us 502-467-8009