

WARRANTY POLICY

Tulmar Safety Systems warrants that our products will be free from manufacturing defects for a period of twelve (12) months from date of purchase. Any defective product(s) will be repaired or replaced as per the definitions and guidelines noted herein.

WARRANTY EXCLUSIONS

This warranty does not apply to:

- Damage resulting from misuse, abuse, negligence, accident, improper handling, improper storage, or operation contrary to applicable instructions, manuals, or approved procedures.
- Damage resulting from improper installation, unauthorized modification, alteration, maintenance, repair, or servicing performed by personnel not authorized by Tulmar Safety Systems or the applicable OEM.
- Normal wear and tear, cosmetic deterioration, or degradation resulting from ordinary use and environmental exposure.
- Damage caused by transportation, shipping, handling, or storage after the product has left Tulmar's facility.
- Products that have been subjected to abuse, contamination, corrosion, foreign object damage, or conditions beyond their intended operating environment.
- Consumable items, routine maintenance, inspections, recertifications, periodic servicing, calibration, or replacement of time-expired components unless a defect in workmanship is demonstrated.
- Products that have exceeded their published service life, useful life, overhaul interval, inspection interval, or retirement criteria established by Tulmar or the applicable OEM.
- Third-party OEM products where warranty responsibility is defined by the applicable OEM warranty, maintenance manual, repair station agreement, license agreement, or other governing contract.
- Conditions, defects, or failures that cannot be verified upon inspection and investigation by Tulmar Safety Systems or the applicable OEM.

PROCEDURE FOR REPORTING DEFECTIVE PRODUCT

Reporting a defective product:

Reporting a defective product must be done within the warranty period. It is very important that the client provides as much detail as possible in describing the problem.

Report investigation:

Upon notification of defective product, Tulmar will launch an internal investigation into the claim and, under normal circumstances, report back to the client within three business days.

Return of product:

In the event the product is found to be defective due to a manufacturing process Tulmar will, upon its sole discretion, replace or repair the defective components. The timeline for replacement will be advised by Tulmar.

Shipping a defective product:

Tulmar will return the replacement product to the same destination as the client's original order, on a carrier and service of Tulmar's choice. Changes to the destination can be negotiated and may incur shipping fees.

WARRANTY ON REPAIR WORK

Tulmar Safety Systems Maintenance, Repair and Overhaul (MRO) does offer repairs to its designed and manufactured products. Tulmar warrants that repairs performed are free of defects for a period of twelve (12) months from the date of the repairs. Any faulty repairs found will be further repaired or replaced as per the procedure for defective products herein.

Note that warranty on repair is solely on the repairs themselves and does not extend the life of the product beyond its anticipated life cycle. It also differs from service maintenance for the recertification of a product, such as personal flotation devices. For details on such recertification, consult the user manual of the respective product.

WARRANTY FOR OEM-AUTHORIZED MAINTENANCE, REPAIR, OVERHAUL, AND RECERTIFICATION SERVICES

Tulmar Safety Systems performs maintenance, repair, overhaul, inspection, recertification, and related services on products manufactured by third-party Original Equipment Manufacturers ("OEMs") under various authorization, license, repair station, distributor, or service agreements.

For products manufactured by third-party OEMs:

1. Warranty coverage will be governed by the applicable OEM warranty, service manual, maintenance manual, repair station agreement, license agreement, or other governing contract where such documents specify warranty responsibilities.
2. Where Tulmar performs authorized recertification, inspection, or service in accordance with OEM-approved manuals and procedures, Tulmar's warranty extends only to the workmanship of the service performed and does not create, extend, modify, or replace any OEM product warranty.
3. Tulmar does not provide an independent product warranty for OEM-manufactured products unless expressly stated in a written agreement, quotation, service order, or contract.
4. Warranty claims related to OEM-manufactured products may be subject to review, approval, administration, or reimbursement by the applicable OEM.
5. Where an OEM agreement expressly delegates warranty responsibilities to Tulmar, such warranty coverage will be administered in accordance with the applicable OEM agreement and supporting service documentation.

Revised: 2026-08-06