



## CUSTOMER WARRANTY

Dear Customer,

Thank you for choosing *TSBlades*, designed to provide a unique and thrilling experience in your Airsoft games. We want to ensure that you fully enjoy your purchase, so it is crucial that you understand and adhere to the following considerations regarding the use of our products.

### Usage Warning

This product is **NOT** designed to be thrown, to hit with, or used in any activity that may cause injuries to the user or third parties. Any misuse in this regard is expressly excluded from the warranty. These examples are illustrative and not exhaustive. The warranty does not cover any damage resulting from similar situations of misuse or abuse.

**Ornamental Nature:** *TSBlades* products are conceived as ornamental elements, merging design and functionality to offer a visually appealing experience. Their design and construction are specifically focused on decorative purposes.

**Usage Restrictions:** We remind you that the use of our products is strictly limited to the purpose for which they are designed: decoration. These products should not be used for activities beyond their decorative nature.

**User Responsibility:** Any consequence arising from a use of our product other than ornamental (such as throwing or striking) is solely the responsibility of the user. This includes, but is not limited to, personal injuries, property damage, or any other incident resulting from the inappropriate use of our products.

**Attention to Product Instructions:** We recommend thoroughly reading the previously provided instructions to ensure proper maintenance and safe use within the established ornamental limits.

## COMMERCIAL WARRANTY

**Scope of the Warranty:** This product, primarily composed of plastic alloy and steel screws, is backed by our commercial warranty. The warranty covers manufacturing defects and product malfunctions under normal usage conditions.

In the context of our products, a "manufacturing defect" refers to any substantial alteration of the original form of the product or the presence of irregularities compromising its normal operation. These alterations may include, but are not limited to:

1. **Alteration of Form:** Any noticeable change in the physical structure of the product that significantly differs from its original design and is not a result of proper use.
2. **Incorrect Screw Assembly:** The presence of poorly fitted, damaged, or incorrectly installed screws during the manufacturing process, negatively affecting the product's integrity.
3. **Oxidation at the Time of Purchase:** The presence of oxidation on screws or any component of the product at the time of purchase, indicating premature deterioration that should not be present under normal conditions.

If your product exhibits any of these characteristics at the time of purchase, we will consider it a manufacturing defect. We encourage you to contact our customer service for a prompt and appropriate resolution to any issues related to manufacturing defects in our products.

**Duration of the Warranty:** The warranty is valid for 24 months from the date of purchase. During this period, we commit to repairing or replacing any part of the product that shows manufacturing defects.

**Exclusions from the Warranty:** It is essential to note that the warranty does not cover damages resulting from misuse, abuse, or conditions exceeding the normal limitations of the product. The following are examples of misuse not covered by the warranty:

1. **Screw Oxidation:** Leaving the knife outdoors exposed to moisture or surrounding it with sweaty material, resulting in screw oxidation.
2. **Projectile Impact:** Direct impact of a projectile on sensitive areas, such as the knife blade, leading to damage or breakage.

3. **Excessive Force or Falls:** Applying excessive force, accidental falls, or actions exceeding the normal capabilities of the product, resulting in blade breakage.

These examples are illustrative and not exhaustive. The warranty does not cover any damage resulting from similar situations of misuse or abuse.

### **CLAIMS PROCESS**

If you experience any issue covered by the warranty, please contact our customer service as soon as possible. Before sending any product for warranty service, please ensure to review and follow the detailed instructions provided in our user manual.

**Product's warranty period: 12 months starting from the date of purchase.**

**A.** The customer must have his proof of purchase.

The customer's full name, invoice number, product's description and purchase date must be included on the receipt. Join the invoice with your claim.

**B.** A short description of the situation that led to the necessity of the warranty is required. Use the 5 "W" to help you out defining the context better:

**Who?**

**What?**

**When?**

**Where?**

**Why?**

**C.** In your inquiry, send pictures of both sides of the product. Other angles might be requested. Pictures must have a clear view, focused and well lightened. Any photos that are not good enough for us to properly review the claim will automatically be rejected.

**D.** In the event that the warranty claim gets approved, please let us know in your email whether you or your customer would like to receive the replacement item at the store or directly to their home. If the product has to be shipped to the customer's place, make sure to include its full shipping address.

**E.** All products must not have been lost, altered, modified, abused or damaged intentionally. The packaging would be ideal to see, but not obliged. If you have it in hand, please take pictures of it with the same terms as for the product itself.

Screws are not covered by the warranty.

Note that the terms and conditions for the warranty will evolve depending on the situations reported. If something changes, we will let you know.