



TACTICAL

LIFETIME WARRANTY



LIFETIME

WARRANTY

BY TACTICAL



WWW.TACTICALPRODUCTS.EU

BAKR S.R.O. TŘEBOHOSTICKÁ 564/9, PRAGUE, CZE

TACTICAL LIFETIME WARRANTY PROGRAM

TACTICAL stands behind the quality of its products and offers a lifetime warranty program for all its customers. Every TACTICAL product package is marked with a QR code linking to the registration form for the TACTICAL Lifetime Warranty Program. If, for any reason, the QR code is unreadable or missing, you can register directly at www.tacticalproducts.cz/lifetimewarranty.

How does it work?

- ▶ No later than one month after purchasing any TACTICAL product, scan the QR code on the packaging to register for the TACTICAL Lifetime Warranty Program.
- ▶ The QR code will take you directly to a form that needs to be completed.
- ▶ You will be asked to provide:
 - ▶ • product information
 - ▶ • your email address and phone number
 - ▶ • purchase details (product specification, retailer name, date of purchase, and a copy of the proof of purchase)
 - ▶ • your correspondence address
- ▶ In return, you will receive a confirmation of your registration in the TACTICAL Lifetime Warranty Program. The lifetime warranty becomes valid upon delivery of this confirmation.

What is covered?

- ▶ The lifetime warranty begins after the statutory warranty period has expired.
- ▶ It applies only to products that have been properly registered in the TACTICAL Lifetime Warranty Program (see above).
- ▶ Because we stand behind the use of high-quality materials and precise manufacturing, the lifetime warranty covers manufacturing defects, including defects of mechanical components and material defects, regardless of the product's age.
- ▶ This includes, for example:
 - ▶ • uneven adhesive layers causing improper adhesion of protective glass during installation
 - ▶ • peeling of surface coatings
 - ▶ • mechanical defects of charging case closures for earbuds
 - ▶ • loss of standard product functionality
- ▶ The lifetime warranty does not cover:
 - ▶ • battery or accumulator lifespan (including built-in batteries, e.g., in wireless earbuds — unfortunately, only Chuck Norris can change the laws of physics)
 - ▶ • defects caused by normal wear and tear
 - ▶ • environmental influences
 - ▶ • accidental damage
 - ▶ • improper use



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How to claim?

- ▶ Send the defective product together with the confirmation of registration in the TACTICAL Lifetime Warranty Program to the address of our company:

BAKR s.r.o.

Třebohostická 564/9

100 00 Prague 10

Czech Republic

Please clearly mark the shipment with: "TACTICAL Lifetime Warranty Program"

Claim processing time

- ▶ Although this is not a statutory warranty, our claims department works intensively to process all claims as quickly as possible. We will do everything we can to resolve your claim within 31 days from the delivery of the product.

Product replacement

- ▶ Defective products with an approved claim under the lifetime warranty will be replaced with a new product and sent back to your address. If the product is no longer available, you will be offered a comparable product of your choice.