



**READY IS THE ONLY OPTION.**

# **GH Armor 2020 Policy Manual**

# PURCHASE ORDERS

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## PURCHASE ORDER SUBMISSION

### Purchase Order Acceptance

- Receipt of PO authorizes GH to proceed with order fulfillment.
- Purchase order acceptance requires:
  - Active distributor account
  - Valid written PO submitted by distributor
  - PO document including required data, not limited to:
    - Distributor account name
    - PO number
    - Bill-to address
    - Ship-to address
    - Quote number(if applicable)
    - Part number
    - Product size
    - Product color
    - Quantity
    - Unit price

### Purchase Order Modification

- Distributor may request PO modification in writing prior to shipment.
- Order modification is at sole discretion of GH after order entry completed.
- Order will not be modified once manufacturing has commenced (material cut).
- Revised distributor PO reflecting modification request required.

### Purchase Order Cancellation

- Distributor may request PO cancellation in writing prior to shipment.
- Order cancellation is at sole discretion of GH after order entry completed.
- Order will not be cancelled once manufacturing has commenced (material cut).
- Written distributor request reflecting cancellation required.

### Purchase Order Date

- PO including all necessary data shall use PO submission date as PO date for order entry.
- PO lacking necessary data shall use date of missing data receipt as PO date for order entry.
- Order entry does not occur until valid PO receipt.

### Purchase Order Hold

- New orders may be delayed for processing due to missing product information.

# PANEL SHAPES

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## PANEL SHAPES

### Legacy & 2.0 Panel Shapes

- Legacy panel shape refers to discontinued (2018 and prior) soft armor panel shape.
  - Legacy shape size format: LR/LRR.
- 2.0 panel shape refers to current (2019 and after) soft armor panel shape.
  - 2.0 panel shape size format: 2213/2215.
- Legacy carriers compatible with legacy panel shape only.
- Legacy carriers not available in 2.0 panel shape.
- 2.0 carriers compatible with 2.0 panel shape only.
- 2.0 carriers not available in legacy panel shape.

### Sizing

- Orders for new panels in legacy panel shape (ex, LR/LRR) not accepted.
- Orders for new panels in 2.0 panel shape only (ex, 2213/2215).
  - Alterations in legacy panel shape altered to legacy panel shape.
- Legacy carriers available for legacy shape panels under active warranty.
- Legacy carrier offering may change over time; refer to current price list.

### Panel Shape Availability

- All male panels offered in 2.0 panel shape.
- Female panels offered in the following shapes:
  - Ethos EX02 Female Structured: 2.0 panel shape
  - Ethos EX02 Female Non-structured: 2.0 panel shape
  - HeliX HX02 Female Structured: Legacy panel shape
  - HeliX HX02 Female Non-Structured: 2.0 panel shape
  - HeliX HX03 Female Structured: Legacy panel shape
  - HeliX HX03 Female Non-Structured: 2.0 panel shape
  - LiteX LX02 Female Structured: Legacy panel shape
  - LiteX LX02 Female Non-Structured: 2.0 panel shape
  - ProX PX02 Female Non-Structured: 2.0 panel shape
  - ProX PX03 Female Structured: Legacy panel shape
  - ProX PX03 Female Non-structured: 2.0 panel shape

# SIZING

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## MALE SIZING PROCESS

### Male Sizing

- Measurement A: Chest
  - Measure chest circumference. Round up to nearest inch.
  - Ex. 52.25" → 53"
- Measurement B: Total Waist
  - Measure waist at widest point; round up to nearest inch.
  - Ex. 46.75" → 47"
    - If Chest and Waist measurements are more than 4" apart, average the two measurements. The average of the two is the Waist measurement.
      - Ex. (53" + 47") / 2 → 50"
  - Add desired overlap to waist measurement to yield Total Waist Measurement.
    - Overlap Options:
      - Butt Fit: Add 2"
      - 1" Overlap: Add 4"
      - 2" Overlap: Add 6"
    - Ex. Waist 50" + 1" Overlap (add 4") → 54" Total Waist
  - Use Total Waist measurement to select panel widths that best represents Total Waist measurement.
    - Ex. 54" Total Waist
    - 54" / 2" → 27"
    - Front Panel Width = 28"
    - Rear Panel Width = 26"
    - 28" + 26" → 54"
- Measurement C: Front Seated
  - Measure length from clavicle to top of duty belt while seated; subtract 1"; round down to nearest inch.
  - Ex. 17.25" - 1" = 16.25" → 16"
  - Front Panel Length = 16"
- Measurement D: Back Standing
  - Measure length from nape of neck to top of duty belt while standing; multiply by 0.80; round to nearest inch.
  - Ex. 19.75" x 0.80 = 15.8" → 16"
  - Rear Panel Length = 16"
- Example Finished Size: 2816/2616
- Restrictions
  - Orders for sizes not shown on Size Matrix not accepted.
  - Front length more than 3" shorter than rear length not available.
    - Ex. 2213/2216 available; 2213/2217 not available.
  - Rear length more than 1" shorter than front length not available.
    - Ex. 2213/2212 available; 2213/2211 not available.

Front Panel Width	16	18	20	22	24	26	28	30	32	34
Back Panel Width	16	18	20	22	24	26	28	30	32	34

# SIZING

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- Rear panel width may not be wider than front panel width; rear panel must of equal or lesser width than front panel width.
  - Ex. 18XX/20XX not available ( $18'' < 20''$ ).
- Front and rear panel widths available in 2" increments (22", 24", 26", etc).
  - Front and rear panel widths may be no more than 2" apart.
  - Ex. 24XX/20XX not available ( $24'' - 20'' = 4''$ ;  $4'' > 2''$ )
- Front and rear panel width totals should reflect Total Waist Measurement.
  - Ex. 2816/2616; 54" Total Waist → 28" front panel width; 26" rear panel width ( $28'' + 26'' = 54''$ ).
- Round up Total Waist Measurement to 2" increment.
  - Ex. 43" Total Waist Measurement → 44" Total Waist; 22" front panel width; 22" rear panel width ( $22'' + 22'' = 44''$ ).
    - Round up to nearest 2" increment to ensure sufficient overlap and avoid gap. Do not round down and diminish coverage.

## FEMALE SIZING PROCESS

### Female Sizing

- Distributor may select female non-structured or structured panels, if available; utilize sizing form bust selection field.
- Absent preference noted on sizing form, default female bust assigned is Non-Structured.
  - Exceptions:
    - Raw measurement conversion field indicates Full Cup Size; assign structured bust.
    - Band Measurement - Bust Measurement = Cup Size
      - Regular Cup Size: 4" or less differential
      - Full Cup Size: 5" or greater differential

## SIZING FORMS

### Completing Sizing Forms

- Distributors may request male soft armor panel sizes via:
  - Raw Measurements: Male Sizing Form submitted with raw measurements.
    - CSR shall use raw measurements, apply formulas (front -1", rear x 0.80, etc); determine finished size. Male Sizing Form shall be used as a tool to convert raw measurements to finished size; ensure compatibility with Size Matrix.
    - Sizing Portal available on GH Armor website to validate raw measurements and finished size selection against Size Matrix.
      - Sizing Portal Link: <https://www.gharmorsystems.com/bodyarmorsizing>

# SIZING

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- Finished Size: Finished size shall be provided on PO or bottom of Male Sizing Form, based on distributor/officer preference, formulas, etc; CSR shall not alter finished size, if provided.
- Distributors may request female soft armor panel sizes via:
  - Raw Measurements: Female Sizing Form submitted with raw measurements.
    - Female Sizing Form offers data collection only; formulas to determine finished female soft armor panel size not available.
    - CSR shall utilize raw measurements and 2.0 or legacy panel shape tools to determine female soft armor panel size.

## Tips

- Male Sizing Form fields A-D and Female Sizing Form fields A-F offer raw measurement data collection. Finished measurements should not be entered into Male Sizing Form fields A-D and Female Sizing Form fields A-F. Submitting preferred finished panel dimensions into Male Sizing Form fields and applying formulas shall yield finished size too short/small.
  - Ex. Preferred 14" finished front panel length. Completing Front Seated Measurement field C with 14" as raw measurement and applying -1" formula yields 13" finished front panel length. Delivered vest shall be 1" shorter than desired.
- Apply formula first; round second.
  - Chest = Round up (larger) to nearest inch
  - Waist = Round up (larger) to nearest inch
  - Front Length = Round down (smaller) to nearest inch
  - Back Length = Round down (smaller) to nearest inch

## Submitting Sizing Forms

- Distributors are encouraged to submit finished sizes on PO.
- Sizing forms need not be attached to PO if finished sizes provided.
- Finished sizes submitted on PO shall be validated by GH against Size Matrix prior to order entry.
- Finished size shall be provided on PO or bottom of Male Sizing Form, based on distributor/officer preference, formulas, etc; CSR shall not alter finished size, if provided.
  - If both raw measurements and finished size are provided on Male Sizing Form, finished size selection shall prevail.
  - If only raw measurements and no finished are provided on the Male Sizing form, GH shall apply formulas and determine finished size, validated by Size Matrix.
- Male Sizing Form or PO requesting size not available on Size Matrix shall be returned to distributor for clarification. Contact GH Customer Service for assistance.

## Invalid Sizing Submission

- Sizes may not be requested utilizing:
  - Previous/Discontinued Sizing Forms
    - Measurements submitted on discontinued sizing form, lacking all necessary information.
  - Legacy Sizes (LR/LRR)
    - New panels may not be ordered to match legacy panel shape size.
      - Ex. "2.0 panel size matching legacy panel size LR/LRR"

# SIZING

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- Legacy Serial Numbers
  - New panels may not be ordered to match legacy panel shape serial numbers.
    - Ex. “2.0 panel size matching legacy serial number S17XXXX”
- CSR shall hold order entry until updated raw measurements or finished sizes are submitted. Excessive delay may negatively impact order fulfillment.

## Volume Sizing Submission

- Volume Sizing Forms may be utilized for large orders to submit:
  - Male Volume Sizing Form - Raw Measurements
  - Female Volume Sizing Form - Raw Measurements
  - Male Volume Sizing Form - Finished Sizes
- Finished measurements should not be submitted utilizing Male Volume Sizing Form - Raw Measurements or Female Volume Sizing Form - Raw Measurements. Submitting preferred finished panel dimensions into Male Volume Sizing Form - Raw Measurements or Female Volume Sizing Form - Raw Measurements and applying formulas shall yield finished size too short/small.
  - Ex. Preferred 14” finished front panel length. Completing Front Seated Measurement with 14” as raw measurement and applying -1” formula yields 13” finished front panel length. Delivered vest shall be 1” shorter than desired.

## Submitting Sizing Forms

- Distributors shall be trained and made aware of all sizing procedures and resources during account activation and subsequent opportunities.
- Account sales representative shall assist distributor and/or end users in obtaining accurate raw measurements and selecting corresponding finished sizes.
- CSR shall ensure sizing procedures are following and notify distributor and account sales representative of discrepancies.
- Distributor shall submit PO including finished sizes or raw measurements.
- CSR shall validate sizing submitted against Size Matrix.
- PO referencing invalid size, incomplete sizing form or size not present on Size Matrix shall be returned to distributor for clarification.

## SIZING RESOURCES

### Sizing Videos

- Male and Female Instructional Sizing Videos available on GH Armor website; “Resources” tab.
  - Website Link: <https://www.gharmorsystems.com>

### Sizing Portal

- Sizing Portal available on GH Armor website to validate raw measurements and finished size selection against Size Matrix; “Body Armor Sizing” tab.
  - Sizing Portal Link: <https://www.gharmorsystems.com/bodyarmorsizing>
- Invalid measurement submission shall generate “Please Contact Distributor Service for Sizing Info” message, indicating finished size selection not in compliance with Size Matrix.

# SIZING

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- Validate measurements for accuracy; re-submit to Sizing Portal.
- Contact GH Customer Service for assistance.

## Size Matrix

- Size Matrix lists all available front/rear panel sizes and combinations in 2.0 soft armor panel shape.
  - Soft armor panel sizes or front/rear panel combinations not listed on Size Matrix are not available.
- Size Matrix shall be used to validate finished soft armor panel size selection (Ex. 2213/2215).
- GH Sizing Portal generates finished size based on raw measurements and validated against Size Matrix.

## Stock Size Charts

- Stock Size Charts available to select alpha/stock/standard finished panel sizes not based on raw measurements.
  - Stock sizes are a select group of sizes amongst a large number of custom sizes that generally reflect common body types.
  - Ex. Large Regular = 2213/2215
  - Ex. Large Long = 2214/2216
  - Stock sizes available in chest Small through 3X. Vests for officers smaller or larger than Small through 3X chest should order based on raw measurements to ensure proper fit and coverage.

## Sizing Vests

- Sizing vest kits may be utilized to determine finished size.
- Sizing vest kits include:
  - 10 Front Panels: 16xx, 18xx, 20xx, 22xx, 2414, 26xx, 28xx, 30xx, 32xx, 34xx
  - 10 Rear Panels: 16xx, 18xx, 20xx, 22xx, 2415, 26xx, 28xx, 30xx, 32xx, 34xx
  - 10 Strap Kits
  - Carry Bag
  - Sizing Vest Instructions
    - Refer to Sizing Vest Instructions or video for proper use.



# ALTERATIONS

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## ALTERATION POLICY

### Alteration Policy

- Alterations to smaller size subject to alteration fees and restrictions.
  - Part number GH-ALTER; price as noted on distributor price list.
  - Alteration form submission confirms distributor agreement to pay panel/concealable carrier alteration fee; separate PO not required.
  - External carrier alterations not accepted; PO required for new external carrier.
  - Alteration fee includes pre-paid FedEx Ground return labels to/from distributor.
  - Alterations: 1-2" length; 2-4" total waist; allowed trim/scoop. See Alteration Form.
- Alterations to larger size not accepted. Alterations outside Alteration Restrictions not accepted.
  - Distributor PO required for new panels/carriers in larger size.
  - The Distributor may request a return for the original panels/concealable carrier(s) but will incur a 25% restocking fee.
- Alteration policy for legacy panel shape remains unchanged.
  - Legacy panel shape alterations remain in legacy panel shape.

## ALTERATION RESTRICTIONS

### Alteration Restrictions

- Soft Armor Panels
  - Panel length may be reduced 1" or 2".
    - Length reduction greater than 2" requires distributor PO for new panels.
  - Waist total may be reduced 2" or 4".
    - Waist total reduction greater than 4" requires distributor PO for new panels.
  - Alteration to size not offered in Size Matrix not accepted.
- Concealable Carriers
  - Concealable carriers shall be altered to match new panel size.
  - Concealable carrier shall reflect altered panel size after length/waist/trim/scoop.
- External Carriers
  - External carriers may not be altered.
    - External carrier in larger or smaller size requires distributor PO.
  - Distributor shall provide PO for new external carrier in altered panel size, if desired.
    - Distributor not obligated to purchase new external carrier in same size as altered panels.
    - External carrier may accommodate panels of shorter length.
- Front/rear panel configuration not shown on Size Matrix not allowed.
  - Front length more than 3" shorter than rear length not available.
  - Rear length more than 1" shorter than front length not available.
  - Front panel shall be equal or no more than 2" wider than rear panel.

# ALTERATIONS

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- Rear panel may never be wider than front panel.
- Alteration to size not shown on Size Matrix not accepted.
  - Ex. Male 1610 may not be altered to Male 1609 (not on Size Matrix).
- Refer to Size Matrix.
- Alteration available only for panels under active warranty.

## ALTERATION GUIDELINES

### Alteration Guidelines

- Soft Armor Panel Length Alterations
  - Panel length may be reduced 1" or 2".
    - Length reduction greater than 2" requires distributor PO for new panels.
  - Front length more than 3" shorter than rear length not available.
  - Rear length more than 1" shorter than front length not available.
  - Alteration to size not shown on Size Matrix not accepted.
    - Ex. Male 1610 may not be altered to Male 1609 (not on Size Matrix).
- Soft Armor Panel Waist Alterations
  - Waist total may be reduced 2" or 4".
    - Waist total reduction greater than 4" requires distributor PO for new panels.
  - Front panel shall be equal or no more than 2" wider than rear panel.
  - Rear panel may never be wider than front panel.
  - Alteration to size not shown on Size Matrix not accepted.
    - Ex. Male 1610 may not be altered to Male 1609 (not on Size Matrix).
  - GH shall be final determinant of waist alteration allocation, in accordance with Size Matrix.
    - Ex. 2213/2215 may not be altered to 2013/2215.
- Concealable Carrier Alterations
  - Concealable carriers shall be altered to match new panel size.
  - Concealable carrier shall reflect altered panel size after length/waist/trim/scoop.
- External Carrier Alterations
  - External carriers may not be altered.
    - External carrier in larger or smaller size requires distributor PO.
  - Distributor shall provide PO for new external carrier in altered panel size, if desired.
    - Distributor not obligated to purchase new external carrier in same size as altered panels.
    - External carrier may accommodate panels of shorter length.
- Custom alterations not available.

# ALTERATIONS

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## ALTERATION OPTIONS

### Panel Width (A)

- 2" total width reduction yields 1" off each side.
  - Ex. 2213/2215 panel set with alteration request of 2" off total panel width yields new panel size of 2213/2015
- 4" total width reduction yields 2" off each side.
  - Ex. 2213/2215 panel set with alteration request of 4" off total panel width yields new panel size of 2013/2015
- Vest must be altered to valid size in Size Matrix.

### Front Panel Length (B)

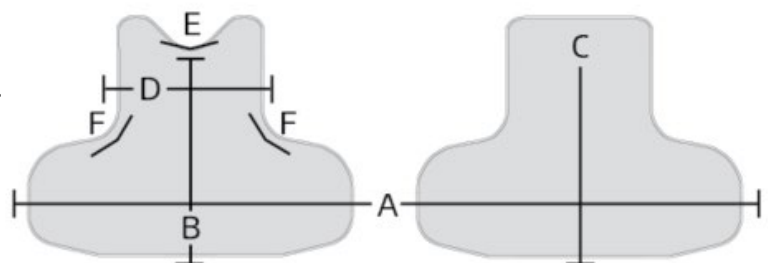
- 1" front length reduction yields 1" off front panel length.
  - Ex. 2213/2215 panel set with alteration request of 1" off front panel length yields new panel size of 2212/2215.
  - Front length more than 3" shorter than rear length (Ex. 2211/2215) not available.
- 2" front length reduction yields 2" off front panel length.
  - Ex. 2214/2214 panel set with alteration request of 2" off front panel length yields new panel size of 2212/2214.
  - Front length more than 3" shorter than rear length (Ex. 2210/2214) not available.
- Vest must be altered to valid size in Size Matrix.

### Rear Panel Length (C)

- 1" rear length reduction yields 1" off rear panel length.
  - Ex. 2213/2214 panel set with alteration request of 1" off rear panel length yields new panel size of 2213/2213.
  - Rear length more than 1" shorter than front length (Ex. 2213/2211) not available.
- 2" rear length reduction yields 2" off rear panel length.
  - Ex. 2213/2214 panel set with alteration request of 2" off rear panel length yields new panel size of 2213/2212.
  - Rear length more than 1" shorter than front length (Ex. 2213/2211) not available.
- Vest must be altered to valid size in Size Matrix.

### Trims & Scoops (D/E/F)

- Trim Upper Chest Width (D)
  - Each side may be trimmed 1/2".
  - More than 1/2" not acceptable.
  - Front panel only.
- Scoop Neck (E)
  - May be scooped 1/2".
  - More than 1/2" not acceptable.
  - Front panel only.
- Scoop Under Arm (F)
  - Each side may be scooped 1/2".
  - More than 1/2" not acceptable.
  - Front panel only.



# ALTERATIONS

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## Returns

### POLICY

#### Restocking Fee

A distributor order is eligible for a return for credit minus 25% restocking fee only for concealable panels/carrier(s) that are either too small (requesting a larger size) or requesting trim outside of Alteration Guidelines (length reduction greater than 2" or total waist reduction greater than 4"). Approval is contingent upon product inspection confirming new condition and receipt of new purchase order for same officer; original vest is non-transferable and external carriers, accessories, and shipping are not eligible for credit minus restocking fee. The restocking fee process is to resolve sizing issues and is not a means to exchange product for different officers or ballistic models.

All requirements must be met for the return for credit minus restocking fee to be approved.

#### Return Requirements

- Requests for return minus restocking fee must be submitted within 45 days of original invoice/shipment.
- Distributor submits request to CS.
- CS provides RMA # for return and inspection based on requirements.
- Distributor must return original concealable vest and submit new purchase order for new panels/concealable carrier(s) for the same officer within 30 days of RMA # being issued.
  - Product should not be returned prior to RMA # being issued.
- RMA will be closed if vest is not returned and new purchase order is not received within 30 days.
- Credit will be issued for returned panels/concealable carrier(s) after the product has arrived at factory, passed inspection that product is in new condition, and distributor has submitted new purchase order for same officer.
  - External carriers, accessories and shipping are not eligible for return or restocking fee.
  - Vests that have been customized or previously altered outside of base sizes shown on Size Matrix (chest width, neck scoop, under arm scoop, etc.) are not eligible for return or restocking fee.
  - Customer is responsible for return shipping expense.

#### Non-Ballistic Product Return Policy

- Returns of non-ballistic products are at the sole discretion of GH Armor.
- Product must be in new condition.
- Restocking fee may apply.

# ALTERATIONS

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## Return Accommodation

- Should GH Armor determine a return is the fault of GH Armor, distributor shall not be responsible for product replacement or freight charges.

# SHIPPING

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## SHIPPING

### Distributor Order – Standard Shipping

- Standard shipping speed is FedEx Ground.
- Distributor billed at time of shipment for freight charges based on prevailing rates.
- Distributor invoiced for freight charge if no freight account on file.
- Distributor freight account charged if freight account on file.

### Distributor Order – Expedited Shipping

- Expedited shipping speed available for additional fee.
- Distributor written approval required for expedited shipping.
- Distributor billed at time of shipment for freight charges based on prevailing rates.
- Distributor invoiced for freight charge if no freight account on file.
- Distributor freight account charged if freight account on file.

### Warranty Claims

- Distributor responsible for inbound freight charges of goods returned for warranty inspection/repair.
- GH responsible for outbound freight charges of goods approved for warranty repair.
- Distributor responsible for outbound freight charges of goods denied for warranty repair.

### Alterations

- Alterations shall be charged against part number GH-ALTER for alteration fee.
- Alteration fee includes pre-paid FedEx Ground return labels to/from distributor.

### Unauthorized Returns

- Vests returned without prior approval not accepted.
  - Unauthorized RMA product shall be returned unaltered at distributor expense if not resolved within 30 days of receipt.

### Return Accommodation

- Should GH Armor determine a return is the fault of GH Armor, distributor shall not be responsible for product replacement or freight charges.

# WARRANTY

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## WARRANTY & GUIDANCE

### Soft Armor Panel Warranty

- For a period of 5 years after the date of issue (which may be up to 1 year from the date of manufacture), GH Armor warrants that its soft armor panels shall be free from defects in material and workmanship. Soft armor panels should not be worn or used after the expiration of this warranty period. The above warranty does not apply to any soft armor panels that have been subjected to misuse, abuse, accident, neglect, unauthorized alteration, breakage, interruption, damage, improper storage or handling, or unauthorized repair or service.

### Carrier Warranty

- For a period of 1 year after the date of issue (which may be up to 1 year from the date of manufacture), GH Armor warrants that its carriers shall be free from defects in material and workmanship. The above warranty does not apply to any carriers that have been subjected to misuse, abuse, accident, neglect, unauthorized alteration, breakage, interruption, damage, improper storage or handling, or unauthorized repair or service.

### Hard Armor Plate Warranty

- For models with specifications indicating a 5 year warranty, for a period of 5 years after the date of issue (which may be up to 1 year from the date of shipment), GH Armor warrants that its hard armor plates shall be free from defects in material and workmanship. Hard armor should not be worn or used after the expiration of this warranty period. The above warranty does not apply to any hard armor plates that have been subjected to misuse, abuse, accident, neglect, unauthorized alteration, breakage, interruption, damage, improper storage or handling, or unauthorized repair or service.
- For models with specifications indicating a 10 year warranty, for a period of 10 years after the date of issue (which may be up to 1 year from the date of shipment), GH Armor warrants that its hard armor plates shall be free from defects in material and workmanship. Hard armor should not be worn or used after the expiration of this warranty period. The above warranty does not apply to any hard armor plates that have been subjected to misuse, abuse, accident, neglect, unauthorized alteration, breakage, interruption, damage, improper storage or handling, or unauthorized repair or service.

### Use of Soft Armor Panels in Third-Party External Carriers

- Consistent with the terms of the Soft Armor Panel Warranty, GH Armor will continue to support the warranty of GH Armor soft armor panels when used in conjunction with approved third-party external carriers, subject to the following conditions:
  - GH Armor soft armor panels shall remain in their original GH concealable carrier when inserted into the third-party external carrier.
  - The front and rear soft armor panels shall be fastened together with the hook and loop straps and connected inside of the shoulder area of the third-party external carrier in order to suspend the front and back soft armor panels in the proper orientation.
  - GH Armor soft armor panels shall not be used with third-party concealable carriers.

# WARRANTY

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- Proper orientation is integral to the performance of the soft armor panels. Additionally, soft armor panels offer protection to only those areas that cover the body. As such, GH Armor will not be responsible for the sizing, labeling or integration of the soft armor panels with third-party external carriers.
- Any use of GH Armor soft armor panels that does not reflect the intended fit, placement, or orientation of the soft armor panels or in any way degrades the performance, protection, or durability of the soft armor panels shall void the warranty.
- GH Armor will not support the warranty of GH Armor soft armor panels when used in conjunction with non-approved third-party external carriers.

## Supplemental Guidance

- GH Armor affirms that its NIJ 06 products, specifically soft armor panels certified to comply with the National Institute of Justice's ("NIJ") Ballistic Resistance of Body Armor, NIJ Standard-0101.06, for the applicable NIJ threat level designated on each soft armor panel label. For spike and/or multi-threat (i.e., ballistic and stab resistant) soft armor panels, GH Armor also affirms that the products have been certified to comply with the NIJ's Stab Resistance of Personal Body Armor, NIJ Standard-0115.00, for the applicable NIJ spike threat level designated on each soft armor panel label.
- Vests shall be always worn in accordance with GH Armor Use & Care guidelines. The above warranties do not apply to any product subjected to misuse, abuse, accident, neglect, unauthorized alteration, breakage, interruption, damage, improper storage or handling, or unauthorized repair or service. The above warranties are the sole and exclusive warranties made by GH Armor with respect to its products, not be enlarged by any representations, descriptions, course of dealing, trade usage, technical advice, service, samples, models, or otherwise, nor shall they be altered or expanded by any acts, statements, or agreements of any dealer, employee, or agent of GH Armor (other than by an authorized officer of GH Armor).
- In no event shall GH Armor be liable for any punitive, exemplary, or consequential damages, anticipated or lost profits, incidental damages, loss of time, or other indirect losses or expenses that may arise from any cause relating to its products, regardless of the form of the action, notwithstanding any contrary provision. In not event shall the total liability of GH Armor (together with the liability of its officers, directors, employees, and agents) exceed the purchase price actually paid for the product that gives rise to such liability. The foregoing disclaimers are subject to any applicable laws that regulate product warranties.



# FINANCE

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## CREDIT POLICY

### Credit Terms

- Standard payment terms Net 30.
- Preferred method of payment check or ACH.
- Credit card payments (VISA/MC/AMEX) require approval.

### Credit Holds

- Account may be placed on credit hold due to past due balance (beyond Net 30) or balance that exceeds account credit limit.
- Open orders may be placed on hold and new orders may be delayed for processing.
- Orders on credit hold do not retain original ship date; ship date revised at time of credit hold release.