



WARRANTY

Garment and Safety Gear

Pioneer warrants all garments to be free of defects in materials and workmanship under the normal use for which the product is intended. Normally, a garment defect of manufacture will show up in the first two months of use.

This warranty is limited to product failure as a result of seam separation, broken snaps or zippers, material delaminating, or any defect in material or workmanship that affects the performance of the garment.

Excluded from this warranty are products that have been affected by cuts or punctures, disfigured from continued wear or use, and products that have been exposed to solvents or excessive heat which may degrade their performance and garments that have not been maintained as per wash care instructions on the garment.

Warranty claims will only be provided for those products that have been made available for inspection by Pioneer. Any warranty claim on garments that have been purchased over 60 days ago will have to be accompanied by pictures and/ or defective garment itself for inspection. To maintain our health and safety standards, all products returned for inspection must be free of all removable debris. Any products returned that do not meet the above conditions will be returned to the customer at their expense.

Pioneer shall not be liable for indirect, special, incidental, or consequential damage or penalties and does not assume liability of purchaser or others for injury to persons or property.

For a warranty claim on a Pioneer garment, please contact your local sales or customer service representative.

Footwear

Pioneer warrants all Ranpro® boots to be free of defects in materials and workmanship under the normal use for which the product is intended. Normally, a boot defect of manufacture will show up in the first two months of use.

This warranty is limited to product failure as a result of splitting, sole or seam separation, or any defect in material or workmanship that affects the waterproof properties or safety characteristics of the product.

Excluded from this warranty are products that have been affected by cuts or punctures or disfigured from continued wear or use, and products that have been exposed to solvents or excessive heat which may degrade their performance.

Warranty claims are subject to inspection by Pioneer. To maintain our health and safety standards, all products returned need to be cleaned of loose debris and contaminants. Any dirty or contaminated boots will be returned to the customer at their expense.

Pioneer shall not be liable for indirect, special, incidental, or consequential damage or penalties and does not assume liability of purchaser or others for injury to persons or property.

For warranty claims on Pioneer Ranpro® boots, please contact your local sales or customer service representative.