



ECMS Service Guarantee

We want our customers to be satisfied with the service and reliability of every interaction with ECMS. Our goal is to provide you with a consistently superior customer experience. This Service Guarantee lets you know what you can and should expect from ECMS—and what we're doing to hold ourselves accountable every day.

We make the following service guarantees:

QUALITY: We will quickly address any problem you experience.

Delivering quality service is our mission. If you are not satisfied with any of our services, simply contact us by phone, email, fax, or in-person at one of our service centers. Our team members work diligently each and every day to resolve any problems that arise during the course of business. We understand that our customers are in the emergency responder business, and we approach each problem as an emergency. We work quickly and utilize our wide array of resources to present a solution, or multiple solutions, to our customers.

ECMS warrants its services to be free from defects in workmanship for a period of one year from the date of service. Service considered to be defective should be communicated to ECMS right away and the product should be returned to ECMS at owner's expense for inspection. This warranty specifically excludes accidental damage (acid, tears on nails, etc.), intentional or unintentional abuse, natural disasters, damage caused by disregard of manufacturer care instructions, exposure to a substance or environment that degrades the product, and normal wear. THESE WARRANTIES ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, WHETHER WRITTEN, EXPRESS, IMPLIED, STATUTORY OR OTHERWISE, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR PARTICULAR PURPOSE. In no event will ECMS be liable for any incidental, consequential, special, or indirect damages, even if informed of the possibility of these damages and notwithstanding the failure of the essential purpose of any limited remedy. No extension of this warranty will be binding upon ECMS unless set forth in writing and signed by ECMS' authorized representative.

CARING: We will treat you with courtesy and respect.

Our team members will be courteous and knowledgeable when you contact us. We understand that without our customers, we would not be in business. We care about our customers, our team members, our suppliers and our communities. We appreciate your dedication and are proud to help you serve the community.

ECMS, INC.

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INTEGRITY: We will do the right thing.

We recognize that not all things will go according to plan and therefore, we promise to inform you about any abnormalities with your products and our service, whether good or bad. We don't believe in restricting our team members with unreasonable policies; our team members have the discretion to do what they feel is right and fair when working with you on solutions to any service issues.

The warranty offered on a product can be one of the main reasons why you have chosen to purchase the product. For your gear that is being serviced by us, we will work closely with gear manufacturers and material manufacturers to ensure that their warranties are executed. If the gear received for service is manufactured by a manufacturer for whom we do not have warranty information, our team members will contact the manufacturer to confirm their warranty program.

SERVICE: We will provide outstanding service.

Services include but are not limited to:

- Advanced Cleaning
- Specialized Cleaning
- Advanced Inspection
- Complete Liner Inspection
- Repairs
- Alterations
- Record Keeping
- Storage Activities
- Enforcing the Manufacturer's Warranty

Every ECMS team member is dedicated to meeting the commitments above and to exceeding your expectations. We are working very hard to serve you better and listen carefully to your feedback. If you have any thoughts or ideas about this Service Guarantee or about your experience with us, we invite you to share them with us by contacting our Chief Operating Officer, Brandon Winters (BWinters@ECMSinc.biz) or 714-576-7062.