

LIMITED LIFETIME WARRANTY - CTS THOMPSON HANDCUFFS & RESTRAINTS

Limited Lifetime Warranty – Combined Systems, Inc. (“CSI”) guarantees certain products under limited warranties from the date of original purchase, as determined by CSI in its sole discretion. This limited lifetime warranty supersedes any and all other warranties related to CTS Thompson Handcuffs & Restraints (“CTS-THR”) products.

CSI hereby warrants that CTS-THR products are to be free from manufacturing defects. In the case of a proven manufacturing defect, CSI agrees to repair or replace such products when returned to the CSI facility in Jamestown, PA in accordance with the company’s return policies and procedures. This warranty does not cover damage caused by using the handcuffs and restraints other than for its particular purpose, nor does it cover abuse or ordinary wear and tear, or damages whatsoever incurred by reason of any failure to carefully comply with manufacturer’s instructions, which shall void this warranty.

Returned merchandise will be repaired or replaced, in CSI’s discretion, as soon as is reasonably possible. CSI is committed to providing you with the best products at reasonable prices. We are proud to serve you and support your mission by offering the best customer support in the industry. If you intend to send us a product to repair, please be sure to properly package the product and include the return merchandise authorization number (RMA #) and a short note explaining the problem along with your return address information. For additional information concerning repair or replacement of the product, please contact our customer support at (724) 932-2177 or email us at sales@combinedsystems.com.

All warranty claims must be submitted in writing, by telephone or in person to a CSI Customer Service Representative and merchandise shall be delivered to CSI.

All transportation and insurance charges for the return of the product to CSI shall be prepaid by the original purchaser. CSI will not accept responsibility for loss or damage in transit.

This limited warranty does not apply to any representations or warranties made or claimed to be made by CSI authorized dealers and distributors. No representative or person is authorized to assume liability on behalf of CSI in connection with the sale or use of this product or otherwise.

January 2026



CTS-Thompson Handcuffs + Restraints is a Division of Combined Systems, Inc.
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