

# dVault® RETURN AND WARRANTY POLICIES

## **1. Recommended dVault Return Policy:**

Customer satisfaction is important to dVault. If you are dissatisfied with your dVault purchase, you can return it to dVault, per dVault shipping instructions, at your expense, in original packaging, within thirty (30) days for a refund, exchange, or store credit. The returned item must be unused, arrive undamaged and contain all parts included with the original shipment. To return items, please contact dVault customer service at (719) 955-2698. Pre-approval is required for returns. All refunds will be issued by the reseller in the original form of payment used for purchase, and are subject to a 25% restocking fee.

## **2. Recommended dVault Damage (Repair or Replace) Policy:**

Our high quality packaging and industry leading shipping partners reduce the chances of damage. In the unlikely case that your merchandise arrives damaged, please contact dVault customer service at (719) 955-2698 for pre-approval to return product. Returned goods will not be accepted without pre-approval. Photographs of damage will be required. Returned goods must be shipped freight prepaid to dVault factory in their original shipping packaging within seven (7) days of receipt. If the product is determined to be defective, it will be repaired or replaced at dVault's option. dVault is not responsible for damages reported after seven (7) days of arrival.

## **3. Recommended dVault Warranty:**

dVault offers a five year limited warranty on all products with proof of purchase to the original owner. The warranty covers manufacturing defects and failure of moving parts under normal use. We will repair or replace, at our option, any defect in material or workmanship for a period of five years from date of purchase. If your product is found defective, please contact dVault customer service at (719) 955-2698. The warranty excludes deliberate or accidental damage and does not extend to misuse, finishes, destructive weather conditions, rust, improper installation or normal wear and tear. The warranty does not cover labor or any other costs of removal, reinstallation or replacement of the defective mailbox.