



EFFECTIVE DATE: NOVEMBER 1, 2015

While it remains our policy to ensure the highest quality of all our products from our warehouse to distributor and reseller facilities and ultimately the businesses of the end users, however unfortunately mistakes do happen occasionally in the manufacturing, ordering, packing and shipping process. It is our goal and commitment to our partners to ensure a quick and simple turnaround process for all warranties and returns.

WARRANTY: 90 DAY

- Covers all stock cables, accessories, and replacement components
- Damaged or defective due to manufacturing defect only, general wear not covered
- Shipping responsibility - Customer

WARRANTY: 1 YEAR

- Covers all hdpe and abs enclosures
- Damaged or defective due to manufacturing defect only, general wear not covered
- Shipping responsibility - Customer

WARRANTY: LIFETIME

- Covers all steel and aluminum enclosures and brackets
- Discontinued product will be replaced with current product
- Damaged or defective due to manufacturing defect only, general wear not covered
- Shipping responsibility - Customer

RETURN: UNOPENED BOX

- **Must be unopened in original packaging**
- 14 Days from time order was received
- Restocking fee - 20%/or \$10.0
- Processing fee - \$5.00
- Shipping responsibility - Customer

RETURN: OPENED BOX

- **Must be unopened in original packaging**
- 14 Days from time order was received
- Restocking fee -20%+\$10.00/or 40%
- Processing fee - \$5.00
- Shipping responsibility - Customer

Please find below the terms of our warranty and return program. Please submit all RMA requests to **RMA@vaultenclosures.com**. If you are unsure whether or not your request fall within the terms of our warranty and returns policy please contact our RMA team at **RMA@vaultenclosures.com** or 336.698.3796 option 2.

RETURN: WRONG ITEM ORDERED

- **Must be unopened**
- 48 Hours notification from time order was shipped; or 24 Hours from time of receiving
- Restocking fee - \$5.00
- Processing fee - \$5.00
- Shipping responsibility - Customer

VAULT ISSUE/RECALL

- Covers product recalls and damaged or defective product due to manufacturing defect within 20 days of use
- Full product replacement
- Original product not returned will be subject to charges
- Shipping responsibility - VAULT (ground)