

# Limited Warranty

Purchase Date: \_\_\_\_\_

Warrantor Name: Ore Products, LLC Warrantor Address: 123 Center Park Drive, Suite 207 Knoxville, TN 37922	Consumer Name: _____ Consumer Address: _____ _____
Description of Product: <b>Ore Mailbox</b> , excluding masonry encapsulation, post-manufacture paint finishes, and other modifications.	

**Terms.** In this Limited Warranty, the terms “we,” “us,” and “our” mean the Warrantor listed above. The terms “you” and “your” mean the consumer listed above. The term “product” means the product described above.

## 1) What the Warranty Covers.

- **MailVault.** We warrant that the product will be free from defects in material and workmanship.
- **MailParcelVault.** We warrant the product will be free from defects in material and workmanship.
- **ParcelHomeVault.** We warrant the product will be free from defects in material and workmanship.
- **Paint and Finish Warranty.** This warranty covers defects in material and workmanship for the original, manufacturer applied Ore Mailbox paint finish.

Only defects in material and workmanship are covered.

## 2) What it Does **NOT** Cover. This warranty does **NOT** cover:

- The masonry encapsulation;
- Issues that arise from aftermarket additions or changes
- Post-manufacture paint finishes;
- Labor charges for installation, removal or reinstallation of product; or
- Damage from any cause other than defects in material and workmanship including but not limited to damage caused by: paint, acid, stain, or any other chemicals; accident, misuse, abuse, foreign objects, improper installation, unauthorized articles, modification, or service; improper use, unreasonable use, weather, failure to provide reasonable maintenance, force majeure, or acts of nature.

## 3) What the Period of Coverage Is. Subject to the limitations provided in this Warranty and under applicable law, the periods of coverage are as follows:

- **Ore Mailbox.** The product is covered for 1-year from the date of sale to you.
- **Paint and Finish.** Paint and finish that was applied by the manufacturer for 1-year from the date of sale to you.

After notice of a covered defect, we will perform any obligations under the warranty, within a period of 30-days.

## 4) What We Will Do to Correct Problems. To correct problems covered by this Warranty, we will only repair or replace any defective Ore Mailbox part covered. We will determine whether to repair or replace the product.

## 5) What We Will **NOT** Do. There are limitations, conditions, and restrictions on the warranty coverage. We will **NOT** pay for any labor charges for masonry encapsulation, installation, and removal or reinstallation/relocation of the product. Labor charges for installation, removal, or reinstallation/relocation of the product will be at **YOUR EXPENSE**. While necessary maintenance, repairs, or labor on your product can be performed by any company, we recommend that you use only authorized companies. Improper or incorrectly performing work or repair of any kind voids this warranty. We will **NOT** repair or replace:

- The masonry encapsulation;
- The aftermarket additions or changes;
- Products damaged by any cause other than defects in material and workmanship. This includes but is not limited to products damaged by: paint, acid, stain, any other chemicals; accident, misuse, abuse, foreign objects, improper installation, unauthorized articles, modification, service; improper use, unreasonable use, weather, failure to provide reasonable maintenance, force majeure, or acts of nature.

## 6) How You Can Get Service.

- **Your Steps.** You must take certain steps if you believe there is an issue with the product. These steps include notifying us by phone during the period of coverage (within 1-year from purchase date), at: **1-844-364-7847**. After the call you must in a timely manner/promptly provide us written information specified, **including proof of purchase**, to the following address: Ore Products, LLC; 123 Center Park Drive, Suite 207; Knoxville, TN 37922 Attn: Warranty or e-mail to [hey@oreproducts.com](mailto:hey@oreproducts.com), and put Warranty Submission in the subject line.
- **Your Expenses.** You will pay the expenses of labor, charges for installation, removal, or reinstallation/relocation of your Ore Mailbox and any expenses not covered directly under the warranty.

## 7) How State Law Relates to the Warranty. This warranty gives you specific legal rights, and you may also have other rights which vary from State to State.

**By signing below, you acknowledge and agree to the terms of this Limited Warranty, valid for 1-year from Purchase Date reflected on your proof of purchase.**

Consumer Signature: X \_\_\_\_\_