

VAULTEK WARRANTY

We stand behind you and our product.

What is the warranty for a brand new safe?

VAULTEK® IS COMMITTED TO PROVIDING PRODUCTS OF HIGH QUALITY AND VALUE AND MAKES EVERY EFFORT TO ENSURE ITS PRODUCTS ARE FREE OF DEFECTS.

Vaultek® guarantees your safe will be free of defects in materials or workmanship for a period of **two years** from the date of original purchase from an authorized dealer and **three years** with verified [product registration](#).

The warranty is only valid for the original purchaser and not transferable. This warranty is only valid for products purchased and operated in the U.S This warranty does not cover abuse, misuse, use in any manner for which is not designed, neglected, modification, damage inadvertently caused by the user, accidents and/or tampering.

If service is needed Vaultek will, at its option, exchange or repair without charge for parts or labor. Upon authorization of warranty service, customers are responsible for securely packaging product. Additionally, customers are responsible for the costs of shipping to and from Vaultek service center.

If the claimed defect cannot be identified or reproduced, customers will be held responsible for the costs incurred. Please have the following information available before you begin a claim with Vaultek:

- Purchaser's name, mailing address, email address, and a phone number.
- Copy of receipt or online order number (if purchased directly from us or Amazon)
- Authorized Dealer Name (if applicable)
- Detailed description of the problem

NEITHER SELLER NOR MANUFACTURER SHALL BE LIABLE FOR ANY INJURY, LOSS OR DAMAGE, DIRECT OR CONSEQUENTIAL, ARISING OUT OF THE USER OF, OR THE INABILITY TO USE THE VAULTEK® SAFE.

What is the warranty for a refurbished safe?

Vaultek® guarantees your safe will be free of defects in materials or workmanship for a period of one years from the date of original purchase from an authorized dealer. This warranty does not cover abuse, misuse, use in any manner for which is not designed, neglected, modification, damage inadvertently caused by the user, accidents and/or tampering.

NEITHER SELLER NOR MANUFACTURER SHALL BE LIABLE FOR ANY INJURY, LOSS OR DAMAGE, DIRECT OR CONSEQUENTIAL, ARISING OUT OF THE USER OF, OR THE INABILITY TO USE THE VAULTEK® SAFE.