



Hollon Safe backs all our fireproof safes with a lifetime warranty against fire. We will gladly replace any Hollon Fireproof Safe that has been damaged in a fire with the same or a comparable model to include all freight costs (within the contiguous United States). To the original address of purchase. Customers will be required to supply all requested documents to an authorized Hollon Safe representative prior to replacement. Click Link for Burglary Warranty information for our Gun Safes and/or our TL-15 Safes. [Additional Gun Safe Fire & Burglary Warranty.](#)

Contact Hollon Safe Monday -Friday CST at 1.888.455.2337 for additional information or restrictions.

### **Limited Warranty**

Starting January 2015 Hollon Safe warrants all parts and labor, including all Hollon digital components, on all safes purchased for a period of 1 year from the date of purchase against manufacture defects. We provide a 2-year warranty on all replacement parts. The extended warranty includes Hollon digital components. Other brand digital components, electronic keypads, will only be warranted for a period of 1 year from the date of purchase. Only digital components that are factory installed or installed by a Hollon Safe technician prior to shipment will be covered under this 1-year warranty. Hollon Safe will not warranty any digital component installed on safes that are installed within a floor. This warranty does not cover any damages caused by mishandling, neglect, water, tampering, improper installation, removal, and/or re-installation of the safe. This warranty also does not apply to safes located outside the contiguous United States. Hollon Safe must be notified within a period of seven days of the receipt of any safe damage during shipping in order to uphold the warranty and/or damage claims. Warranties on damage claims will only be accepted if the customer has properly executed the outlined Damage and Delivery Policy and Procedures. Re-setting of any combination on a Group II dial lock must be performed by a qualified locksmith otherwise the warranty will become void.

This warranty is valid for the original customer of purchase and is non-transferable. At no time will the warranty cover more than the original purchase price of the safe. At no time will Hollon Safe become liable for the cost of installation and/or removal of a Hollon Safe or any contents or valuables that may be stored in any Hollon Safe. Hollon Safe's sole discretion under this warranty is at Hollon Safe's own option and own expense. Hollon Safes will repair the defective safe or part, will deliver to the customer the same or comparable safe or part for replacement of the defective part, or if neither of the two previous options is reasonably available, Hollon Safe may, at its own discretion, refund to the customer the original purchase price paid for the defective safe. All safes or parts that are replaced or refunded will become the sole property of Hollon Safe. This warranty also does not apply to safes located outside the contiguous United States. An authorized Hollon Safe representative must approve all claims against Hollon Safe. All

repairs must be approved by a Hollon Safe Representative before any warranty repairs can be completed. If a warranty repair is completed prior to obtaining approval and a work order number from Hollon Safe, Hollon Safe reserves the right to refuse payment to the service provider or reimbursement to the customer for any unauthorized repairs.

### **IMPORTANT Caution-Warning**

All safes are heavy. Never lift a safe by yourself or without proper training, heavy lifting gear, or safe moving equipment. Always use a licensed, bonded, and trained locksmith company or moving company to move and install your safe. Always bolt your safe to the floor. A safe is not a toy neither is its packaging! Keep children away from the safe and the packaging. Safes are considered airtight. NEVER lock a living being in a safe. Hollon safe assumes no liability for usage. When you buy a safe you are buying time, time against fire, time against theft. Given enough time and proper tools, any safe can be broken into.

The safe door is heavy. Opening a safe on an uneven or unstable floor (plush carpet) may cause the safe to tip forward. Be sure to secure the safe prior to use. Failure to follow instructions or to heed this warning may result in serious injury or even death.

### **Warranty Claims**

WE DO NOT HAVE A 24-HOUR WARRANTY SERVICE DEPARTMENT. ALL CLAIMS MUST BE MADE MONDAY-FRIDAY CST. IF YOU NEED IMMEDIATE ASSISTANCE, HOLLON SAFE *MAY NOT* BE RESPONSIBLE FOR ANY WARRANTY CLAIMS THAT WERE NOT APPROVED.

- 1) A warranty Claim Number must be issued by a Hollon Safe Representative before **ANY WARRANTY SERVICE IS PERFORMED**. Any warranty service performed before a warranty claim is issued and parts have shipped will be subject to denial. Hollon Safe's Technical Support Department is available Mon-Fri from 8:30 am - 5:30 pm CST.
- 2) Issuance of a Warranty Claim Number does not constitute an admission of liability on Hollon Safe's part but recognizes that a potential problem may exist. All troubleshooting steps and procedures must be followed by Hollon Safe representatives and all claimant(s) before a warranty claim number is issued and warranty service is performed. Warranty work will be performed by authorized Hollon Safe service technicians only. Any work performed by an unauthorized service technician will be automatically denied by Hollon Safe.
- 3) A Hollon Safe Work Order Form will be sent out with any parts. This form must be returned and signed by the claimant along with any parts that have been replaced before payment is considered. If defective or unused parts are not returned to Hollon Safe then the warranty invoice will be denied.
- 4) If warranty issue(s) are found to have been caused by user error, neglect, and/or abuse on the part of the claimant then the warranty claim will be automatically denied and the claimant will be responsible for any and all charges and return shipping of any part(s) or safe(s) to Hollon Safe.
- 5) For Complete details on Hollon Safe's Warranty policies please visit our website at <https://hollonsafe.com/warranty/>