

Limited Warranties

on Safes with an Impasse Logo

Caution: If the safe, the box it was shipped in, or the pallet it arrives on is damaged, buyer must either refuse delivery or notate in writing the specific damage before signing the trucking company's receipt. If Buyer chooses to accept the safe, Buyer should take photos of any damage as Impasse Royal Safes, LLC will need them to file a claim with the trucking company for the damage.

The First 30 Days

Within 30 days after receiving your new safe from Impasse Royal Safes, LLC (hereafter "Impasse") you must notify Impasse, in writing, of any missing part, cosmetic condition or mechanical defect requiring attention. Having done so, any such needed part, service or repair, if approved by Impasse, will be provided or paid for by Impasse.

Extended Warranty

For an additional period of eleven (11) months after receiving your Impasse safe, any needed parts, services or repairs approved by Impasse and covered by the warranty terms (below) shall be paid for by Impasse ***subject to your co-payment of the first \$50 of costs incurred.***

Warranty Terms

Your warranty guarantees that your safe remains free from mechanical defects that interfere with the operation of the safe or cause it to not operate as designed. This warranty is non-transferable; it applies only to the original owner with proof of purchase from an authorized Impasse dealer or representative. Impasse's liability for any claim shall be limited to the repair or replacement of the safe or a refund of the purchase price (*less your \$50 co-payment if after the first 30 days*). For service, contact Impasse or your Impasse representative and go through their troubleshooting procedures. If onsite service is required, you will need to authorize a technician to come onto your property and work on your safe.

What Is Not Covered by the Extended Warranty?

This warranty does not cover damage or malfunction resulting from: a) an accident, negligence, misuse or abuse; b) the cost for a locksmith to open the safe if the combination is lost or improperly entered; c) a safe that has been altered or was damaged by an attempted repair not performed by an Impasse authorized technician. If an onsite technician determines the problem(s) was caused by user error or user damage, you will be liable for all costs related to the service.

Limitations

In no case shall Impasse be liable for any special, incidental, or consequential damages based upon breach of warranty, breach of contract, negligence, or any other legal theory. Such uncovered damages include, but are not limited to loss of profits or revenue, loss of safe contents, cost of any substitute equipment, downtime, the claims of third parties including customers, and damage to property. Any claim arising from this warranty shall be resolved in the State of California and California law will apply.

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