Warranty Policy

Over Bonnet Storage Units

11.0. Warranty

All **Storage Vault** products are sold with a manufacturing warranty, which assures that the item is free of defects in workmanship and materials (“warranty”).

11.1. Warranty periods

Warranty periods always commence from the date the items are sent to the customer.

Warranty periods on **Storage Vault Over Bonnet Storage Units** do not reset for any reason, unless the customer purchases an entirely new product.

11.1.1. Items

This warranty is for use under normal conditions, and it applies for:

Over Bonnet Storage Units	Warranty period
All steel components	**120 months (10 years)**
All locking system components	**12 months (1 year)**

11.1.2. Second-hand purchases

Storage Vault warranties apply only for the original purchaser, to a product purchased from **Storage Vault**.

11.2. Inclusions

This warranty covers **manufacturing faults** and **defects** only.

If a product is damaged or rendered unsafe as a result of a departure from its design specifications during production, this constitutes a manufacturing fault or defect.

11.3. Exclusions

11.3.1. Damage through wear and tear

This warranty does not extend to normal wear and tear of the product. This may include, but is not limited to:

- Rust or corrosion of steel components, including rust that forms where the paint or powder coat has been scratched, chipped or damaged

- UV deterioration, such as fading or discolouration

As **Storage Vault** products are actively used, these products and their accessories will experience wear and tear over time.

11.3.2. Damage through weather, water and moisture

Storage Vault Over Bonnet Storage Units are designed for **indoor, undercover use only**, such as in a garage or an undercover car park. They must not be installed outdoors, and must not be exposed to rain, water or outside weather conditions.

This warranty does not cover damage, rust or corrosion caused by:

- Rain, wind, storms or other weather events
- Water entering or sitting on the unit, including flooding, pooling water, leaks or hosing down
- Moisture, condensation, humidity or salt air
- Storing wet or damp items in the unit, such as wetsuits, towels or wet sporting equipment

Looking after your unit

- Keep the unit dry. If water gets on or into it, wipe it dry straight away.
- Only store items that are clean and fully dry.
- Touch up any scratches or chips in the finish promptly, before rust can start.
- Clean with a soft, damp cloth and mild soapy water, then wipe dry. Avoid harsh chemicals and abrasive cleaners.

11.3.3. Installation

Storage Vault Over Bonnet Storage Units may be installed in one of three ways:

(a) Installed by Storage Vault or a Storage Vault Approved Installer. Units installed by our team or an Approved Installer are covered by the full warranty. If a fault results from that installation, **Storage Vault** will rectify it at no cost to the customer. A list of current Approved Installers is available on request.

(b) Self-assembly. Customers who choose to assemble the unit themselves must follow the Installation section of the **Storage Vault** Manual exactly. The warranty continues to apply to manufacturing faults and defects. It does not cover damage or failure caused by assembly that does not follow the Manual, such as incorrect levelling, over-tightened or missing fixings, or parts fitted in the wrong position.

(c) Other installers. If a unit is installed by anyone other than **Storage Vault** or an Approved Installer, including a handyman or third-party assembly service, the warranty continues to apply to manufacturing faults and defects only. Damage or failure caused by that installation is not covered, and any claim for it should be made against the installer.

11.3.4. Checking your delivery

Before assembly, customers must check all boxes and confirm that every component is included and undamaged. Missing or damaged parts must be reported to **hello@storagevault.com.au** within 7 days of delivery. Do not assemble or install a unit with damaged parts.

11.3.5. Modifications and relocation

The warranty does not cover units that have been modified, drilled or cut, fitted with non-**Storage Vault** parts, or moved and reinstalled by anyone other than **Storage Vault** or an Approved Installer.

11.4. Warranty claims

11.4.1. Making a warranty claim

To fulfil a warranty claim, a customer must submit an online Warranty Claim at **hello@storagevault.com.au**.

Submitting the online Warranty Claim form requires the customer to provide:

- Details of their purchase, including date
- A copy of the invoice or the invoice number
- Clear photographic evidence of the manufacturing fault or defect

If the customer does not provide all details that the form requires, their Warranty Claim will not be assessed.

Storage Vault endeavours to resolve all warranty claims as quickly as possible; however, we cannot be held responsible for any delays in the processing of your warranty claim.

11.4.2. Successful warranty claims

If **Storage Vault** accepts a customer's Warranty Claim, **Storage Vault** will replace the faulty or defective parts, not offer refunds.

Storage Vault will replace the damaged parts free of charge. **Storage Vault** will also cover any costs associated with shipping the replacement part.

Storage Vault will cover only the value of the freight cost to deliver to the customer's original shipping address, or any address within Australia. If the customer has subsequently moved outside of Australia, they must cover freight charges – regardless of warranty fault.