

ELEPHANT IN A BOX

LIMITED LIFETIME WARRANTY

Elephant in A Box will repair or replace any part of its products that are damaged during regular and intended use for the product, that are or prove defective by reason of improper workmanship or materials.

If for some reason we are unable to repair or replace the product, we will refund the current value of the product at the time the warranty claim is made.

A. This limited lifetime warranty **does not cover any damage due to:**

- (1) Abuse or misuse of the product;
- (2) Natural disasters (such as floods, fires, earthquakes, etc.) or any abnormal mechanical or environmental conditions;
- (3) Repairs, enhancement, alterations, or modification made to the product; or
- (4) Improper installation or assembly of the product.

B. The Limited Lifetime Warranty **does not extend** to any product that:

- (1) the original identification information has been altered, obliterated removed,
- (2) Has not been handled or packaged correctly;
- (3) Has been altered or modified such that it is not as originally manufactured;
- (4) Has been sold as second-hand or has been resold contrary to applicable law; or
- (5) Without original proof of purchase;

Any damage to fabric is limited to a **three (3) year warranty**, under normal use conditions, and subject to the same requirements set forth in A and B above.

This limited lifetime warranty covers only repair, replacement or refund for defective products or for products that are damaged during use. Elephant in a box is not liable for, and does not cover under warranty, any costs associated with removing or installing the products.

You must provide proof of purchase in order to request warranty service. You have no claim for warranty service without Proof of Purchase. We reserve the right to change the terms of this limited lifetime warranty at any time and without prior notice.

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If you have a warranty claim please contact happy@elephantinabox.com for further assistance.

- (a) If the return is initiated due to a defect or it arrived damaged, you must provide evidence, such as a photos or a video sent to happy@elephantinabox.co that clearly shows the damaged or defective product for us to start the investigation and file a claim with the shipping carrier in order to issue a full refund.

If the return initiated because you lost interest or simply are not satisfied with the product, you must return the product in **good shape, should not have any signs of wear and tear, or damage**. We are unable to refund or exchange items if the product returned is found to be dirty, stained, damaged or abused.

- (c) Once a return is approved by Elephant in a Box, after submitting a returned form, you will receive an email from us to schedule for the product pick up.

All refunds will be made in the same form of payment originally used to make the purchase within seven (7) days from the date we receive the product.