



DORMVAULT™ & GOVAULT™
Personal Portable Safes for Youth and Young Adults

TERMS OF SERVICE

DormVault products are available for sale on the internet. If you have questions or concerns you can reach our customer service department at dormvault@gmail.com or 877-588-2858.

The DormVault online stores sells and ships products to end user customers only. All other customers should make inquiries by email or phone customer service at dormvault@gmail.com or 877-558-2858 between the hours of 8:00 AM and 3:00 PM Central Time.

Return & Refund Policy

If you are not satisfied with your DormVault purchase of a product, please call 877-558-2858 or email us at dormvault@gmail.com for a Return Material Authorization (RMA) request within 21 calendar days of the receipt of the product. (DormVault's are frequently given as gifts!)

If the item is returned unopened in the original box, we will exchange it or offer you a refund based on your original method of payment. The product must be returned to the DormVault warehouse within 14 calendar days of the issuance of the RMA. A 25% open box fee will be assessed on any opened hardware or accessory unless the product is covered under the DormVault Warranty.

If you discover what you believe is a product defect for any DormVault branded product, please contact customer service at dormvault@gmail.com or 877-558-2858. Such a defect, if any, may be covered under the terms of your product's warranty.

DormVault will send you a confirmation of your order via email if you have included an email address with your order. If you have not included an email address, you will receive a confirmation of a copy of your invoice by regular mail when your order is shipped.

Credit Cards

You may pay by credit card no matter which ordering method you use. Card billing occurs when your order ships.

DormVault accepts Visa and MasterCard and Discover.



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PayPal Email Payments

DormVault accepts payment by PayPal using their Email Payments system. We email you your invoice linking you to the PayPal system and then you make payment.

Sales Tax

DormVault is an internet retailer and is exempt from charging sales tax except in Iowa where the companies headquarters and operations are domiciled.

Shipping Options

DormVault ships all orders by UPS Ground delivery. Products shipped via ground service are normally delivered within five business days after shipment.

Order Processing

The estimated shipment date on your order is based on product availability, payment processing time, and warehouse processing time and does not include transit time. Payment processing will not begin until we receive all the information we need and full payment or a full authorization, in the case of credit card orders.

Prices

DormVault endeavors to offer you competitive prices on all products. Your total order price will include the price of the product (on the day of shipping) plus any applicable shipping charges. DormVault reserves the right to change prices for products displayed at the DormVault Store at any time.

Product Availability

Order lead time is the length of time it will take us to validate your credit card, assemble the right products and package your order. Shipping time is the length of time it will take for the package to travel from our warehouse to your shipping address.

Although every effort is made to ship your order according to the lead time provided, shipping dates may change due to changes in supply. If the lead time changes, DormVault will contact you via email and provide a revised shipping estimate. DormVault reserves the right to discontinue products without notice.



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Limited Product Warranty

From the date of purchase, Twin State Design Products LLC dba DormVault will repair or replace, at its option, any part or parts of its DormVaults found upon examination by Twin State Design Products LLC to be defective in materials or workmanship for the life of the product. All transportation charges on Products submitted for repair or replacement must be paid by purchaser.

This Limited Warranty does not cover Products which have been damaged as a result of accident, abuse, misuse, neglect by the owner or any other party. This Limited Warranty does not cover Products damaged by Parties attempting to break-in or remove the DormVault.

There is no other Express Warranty. This is the exclusive remedy and any liability for any and all indirect or consequential damages or expenses whatsoever is excluded.

In no event, whether as a result of breach of contract warranty, tort (including negligence) or otherwise, shall Twin State Design Products LLC or its suppliers be liable for any special, consequential, incidental or penal damages including, but not limited to loss of property, damage to associated property or cost of substitute products.

You must retain your purchase receipt. In the event you need to exercise a warranty claim, you must send a copy of the purchase receipt along with the Products or correspondence. Please email us at dormvault@gmail.com or call Twin State Design Products LLC at 877-558-2858 for return authorization and instructions.

Other Considerations

DormVault is not responsible for typographical errors.

DormVault reserves the right to change the terms and conditions of sale at the DormVault Store at any time.

All sales at the DormVault Store are governed by Iowa law, without giving effect to its conflict of law provisions.