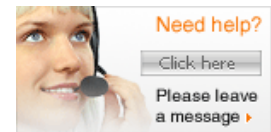




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dsReturn Policy

Returns

Direct Safes values its relationship with you, and offers you the option to return products you purchase directly from Direct Safes or to facilitate the return of products that are shipped directly by the product manufacturers. You may return eligible products for a credit or a refund of the purchase price paid, less shipping and handling and any applicable restocking fees, as set forth in detail below. Keep all original shipping materials and freight bill. In order to minimize additional costs to you, please allow us to assist you in selecting the right product for your needs. Please remember to always measure the space you will be placing the safe.

14-Day Return Period for Standard Safes and Locks: Unless you have a separate agreement with Direct Safes all safes and locks that are still in new condition may be returned within 14 days from the date on the packing slip or invoice for a credit or a refund of the purchase price paid, less shipping and handling and any applicable restocking fees.

Restocking Fees: Unless the product is defective or the return is a direct result of a Direct Safes or manufacturer error, Direct Safes may charge a restocking fee of up to 15% of the purchase price paid.

Products that are custom-built and whose sale is governed by a separate contract between customer and Direct Safes are not refundable. Before you return a product, please call 866-553-6069, and obtain a Return Manufacturer Authorization (RMA) number. You must repackage the product using the original packaging. You will be responsible for round trip freight costs if the product has already been shipped. Your account will be credited once the return item is received.

Cancellations

You can cancel an order before it has entered processing by contacting Direct Safes: e-mail sales@directsafes.com or call 866-553-6069 with your order number and get a "Cancelled order confirmation" e-mail in return. If you need to return an item after it has shipped, please refer to the return policy. We reserve the right to cancel any unshipped orders.

Note on Damaged Products

If there is damage incurred during shipping, you must note the damage to shipper, while present, and have them file claims report. Please note: as you sign the shipping document you acknowledge that the product was free of shipping damage. More details about freight damage can be found in our [Shipping Policy](#).

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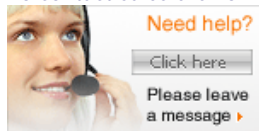
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