



**IOIOBOX**  
**971.339.4600**  
**PO BOX 17284**  
**PORTLAND, OR 97217**

## Warranty and Return Policy

IOIOBox is a DBA of Johnson Brothers Collaborative, LLC. IOIOBox manufactures weatherproof enclosures from high-quality materials and warrants all enclosures for a period of (20) years from date of original purchase. This warranty covers workmanship and materials to include, but not limited to, the non-corrosive properties of the material and manufacturing defects. IOIOBox agrees to guarantee all non-manufactured, enclosure accessories, for up to (3) years from the purchase date, limited to: fans, thermostats, heater strips, gaskets, light bars. IOIOBox agrees to guarantee all Air Conditioners for up to (18) months.

IOIOBox warrants to Customer that IOIOBox manufactured products sold to Customer pursuant to this Contract will be free from defects in material and workmanship, will conform to IOIOBox's specifications or to Customer's specifications where agreed to in writing for a period of (20) years from the date of shipment to Customer, provided that:

1. IOIOBox is promptly notified (within the warranty period) of any warranty claim; and/or
2. Customer/Distributor inspects and notifies IOIOBox of any perceived shipping damage within (5) days of receipt.
3. IOIOBox will not issue OR allow RMA's, Refunds or Returns on orders past 60 days of Invoice date. IOIOBox will not issue credit or warranty any non-stock item; items in which cutouts or non-IOIOBox standard products have been placed on enclosure. IOIOBox will not allow RMA, Refund or Return for items that have been altered in any way from stock condition. RMA credit will be given based on a management approved basis and, at IOIOBox's discretion, with a restocking fee.
4. The goods and merchandise are returned to IOIOBox, freight prepaid, after Customer has received a return merchandise authorization number from IOIOBox; and





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5. IOIOBox's examination of such items shall disclose to its reasonable satisfaction that the claimed defect in the IOIOBox manufactured product was not caused by abuse, improper handling, installation, unauthorized repair, alteration or accident. Modification of IOIOBox manufactured product by Customer, or at Customer's direction, shall invalidate the above warranty.

IOIOBox's liability under this warranty is limited to repairing, replacing or issuing a credit in the amount of the unit contract price, at its election, for any such claim. Any repair or replacement shall not extend the warranty period.

Discoloration of IOIOBox manufactured products from metal oxidization and/or severe/normal environmental atmospheric conditions due to exposure over a period of time is normal/anticipated and is not covered by this warranty.

This warranty is extended to Customer only and is not transferable to subsequent purchasers or users of goods and merchandise. This warranty is given in lieu of all other warranties, express or implied, including implied warranties of merchantability and fitness for a particular purpose.

Product accessories which are sold, but not manufactured by IOIOBox, are not returnable items.

Custom products may not be returned to IOIOBox. Custom includes any IOIOBox manufactured product that has cutouts in the enclosure/cabinet which cannot be returned to stock inventory. This also includes enclosures/cabinets that were manufactured to a specific customer configuration.

