

Shox-Box Warranty

All parts have a 2 year limited warranty and there is a 5 year limited warranty on the box frame from the date of purchase. The warranty covers parts that fail due to a defect in materials or workmanship. Accidental damage and shipping charges are not covered by the warranty.

To request warranty service, you must e-mail us at sales@shobox.biz and provide us with the following information:

- Date of purchase
- Detailed description of the problem (and pictures, if possible)

We will contact you within 2 business days to confirm that the product meets the warranty criteria. If warranty service is required, you must ship the defective product back to us during the warranty period in its original or equivalent packaging, prepay shipping charges, and insure the shipment or accept the risk of loss or damage during shipment. We will ship the repaired product back to you.