

## ONE-YEAR LIMITED WARRANTY

With care, your OmieBox should last for many years, but just in case it doesn't, your box comes with a one-year limited warranty that covers defects in materials and workmanship. This warranty is non-transferable and applies only to the original purchaser. All refunds and replacements are issued at the discretion of OmieLife.

### What does the warranty NOT cover?

- Normal wear and tear such as scratches, dents, discoloration or odors
- Gaskets and seals getting moldy, discolored or misshapen after repeated use (you can purchase replacement gaskets on our website)
  - Defects resulting from repair or alteration of the product (except by OmieLife)
- Defects resulting from improper user, including any use or care not in accordance with the product [instructions](#)
  - Defects resulting from improper storage, such as outdoors or damp environments
- Products that are resold, given away, or in any other case where you are not the first and original owner
  - Products without receipt or proof of purchase
- Products that are not purchased through an authorized OmieLife retailer (online or in-store)
  - Misplaced pieces (dividers, thermos lid, securing insert, etc.)

### Submitting a Warranty Claim

To submit a warranty claim, please fill out this [form](#)

Once we receive your claim, we will review it within five (5) business days. In addition to replacing the defective item, we may ask you to send it back to us (we'll pay for shipping!). As a new company, we are always striving to improve our product, so customer feedback and the ability to inspect defective parts are both very important to us.

Website: <http://www.omielife.com>

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.