



## Residential Limited Warranty Information

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### WE STAND BY OUR PRO PRODUCTS AND OUR CUSTOMERS

When you make a major purchase, the manufacturer or seller makes an important promise to stand behind the product. It is called a warranty. Federal law requires that warranties be available for you to read before you buy even when you are shopping by catalog or on the Internet. Coverage varies, so you can compare the extent of warranty coverage just as you compare the style and other characteristics of products.

As the industry leader in quality residential storage options for nearly half a century, it is doubtful that you will ever need to contact us. However, in the unlikely event that you do discover such a defect or wish to contact us for any reason there are two easy ways for you to do so.

#### We're here if you need us.

- 1) Contact your ClosetMaid® PRO Installing Dealer
- 2) Call us toll-free: 1-800-221-0641 (U.S.A. and Canada)

ClosetMaid® PRO offers the industry's largest selection of storage solutions for keeping lives organized and running smoothly. These are products covered in this policy – WOOD products - MasterSuite™ - ShelfTrack EVO™- and ExpressShelf™ - WIRE Products - Ventilated Wire Shelving Systems fixed and adjustable.

### Residential Limited Warranty

Subject to the limitations contained herein, ClosetMaid® PRO warrants to the original residential purchaser single-family homeowner, non-rental condo / townhome, warranties the following products for terms listed below.

- **Wire products** are free of defects in material or workmanship for *20 years* from the date of purchase.
- **Wood products** are free of defects in material or workmanship for *10 years* from the date of purchase.

### Limited Warranty

This limited warranty only applies to ClosetMaid® PRO Building Division Products under normal use and service installed by a ClosetMaid® PRO Authorized Dealer and subject to the limitations contained herein. This limited warranty does not apply to third party products or damages attributable to improper maintenance, removal, modifications, aftermarket products, normal weathering, water damage, highly corrosive environments, harmful solvents, aftermarket paint, defects caused by accident, fire, flood, acts of God, vandalism, riot or civil disorder, or building settlement. Please see our ClosetMaid® PRO Care & Maintenance Instructions for the proper upkeep of our Building Division Products. ClosetMaid® PRO reserves the right to require proof of original purchase. Replacement products are subject to availability and may be substituted with substantially similar products.

THIS LIMITED WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS, IMPLIED, STATUTORY OR OTHERWISE, INCLUDING WITHOUT LIMITATION, IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. YOUR EXCLUSIVE REMEDY IS THE REPLACEMENT OR REPAIR AT CLOSETMAID'S SOLE DISCRETION. THIS WARRANTY DOES NOT COVER ANY COSTS FOR REMOVAL, INSTALLATION, OR OTHER LABOR OR COSTS INCURRED. THE AMES COMPANIES, INC. (DBA CLOSETMAID®) SHALL NOT BE LIABLE FOR ANY INCIDENTAL, SPECIAL, INDIRECT, DIRECT, OR CONSEQUENTIAL DAMAGES THAT MAY ARISE OUT OF A CLAIM FOR BREACH OF THIS WARRANTY UNDER ANY LEGAL THEORY. IN NO EVENT SHALL THE AMES COMPANIES, INC. (DBA CLOSETMAID®) TOTAL AGGREGATE LIABILITY EXCEED THE PURCHASE PRICE OF THE DEFECTIVE BUILDING DIVISION PRODUCT.



## Care & Maintenance Instructions

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We are dedicated to creating exceptional products for any home or business. Each product is inspected to exceed our high-quality benchmarks while meeting industry-wide standards. To ensure your products perform at their optimum levels, you must implement proper care and maintenance.

Regular inspections and attention will help extend the longevity of your storage organizational units, prevent costly repairs, and protect you from voiding your product's warranty.

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### **CLEANING MAINTENANCE:**

Cleaning your ClosetMaid wire, melamine or laminate products, we recommend using a soft cloth and mild soap. Rinse thoroughly with warm water, and dry with a clean, soft cloth.

For our melamine or laminate products - To ensure a safe application, test your cleaning solution on a small area before you apply it to the entire surface.

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### **AVOID AT ALL COST:**

Never use cleaners containing abrasives materials to clean with. Don't use metal tools or sharp objects, like razor blades, putty knives, and abrasive pads. Avoid petroleum-based products, caustic cleaners/solvents and hydrochloric/phosphoric acid.