



RETURN AND WARRANTY

OUR WARRANTY POLICY

At Closet Zone, we want every customer to be satisfied with their products. All products supplied to the customer is under warranty against manufacturing defects or malfunctions due to materials or workmanship that affect the product's performance substantially which will require repair or the supply of replacement parts for a period of:

INDEFINITELY (LIMITED LIFETIME WARRANTY)

Closet Zone will repair or replace the defective product but is subject to the following conditions:

- Closet Zone reserves the right to examine the product in question prior to any repair or replacement.
- Any claim made under this warranty must include a copy of a valid "Proof of Purchase".
- This warranty is applicable to the original purchaser only and cannot be transferred.
- If an identical replacement is not available, the defective product will be replaced with a similar product. If the product is discontinued and no longer serviceable and/or replaceable, a pro-rated credit towards a purchase of another product will be issued.

These are excluded from this warranty:

- Shipping costs or Installation Labor costs.
- Components such as accessories and hardware manufactured by third parties. These are subject to various warranty periods depending on the product. In cases of such products missing upon receiving in the first three (3) days, or disfunction during use in the first six (6) months will be reviewed by Closet Zone before taking action.
- Normal wear and tear, accidental or intentional damage (including damages by house pets), or by Acts of God.
- Unauthorized modifications.
- Faults arising from improper use and/or installation by the owner or third party installers.
- Failure to comply with the advices given in the Maintenance and Care Manuals.
- If the product is not installed within six (6) months after delivery.



OUR RETURN POLICY

Closet Zone will only accept returns under the following conditions:

- The customer must first contact Closet Zone prior to returning the purchased product.
- The boxes should be unopened. If the boxes are opened, the customer must make sure the product is in its original condition and should be repackaged using the proper packaging material.
- The boxes should be returned within thirty (30) days of purchase. During this period the customer must make sure the boxes are stored safely.
- The customer will pay a 20% restocking fee.
- Shipping fees are at the expense of the customer, in both cases of return, and refusal of the return after careful inspection of the product.
- After receipt and inspection of the returned product, the refunds will be issued once approved by Closet Zone. Any damage noticed due to improper storage and/or a lack of proper packaging, return of the product will not be accepted and will be sent back to the customer.