



## 10-YEAR PRODUCT WARRANTY

At VIA Closets, we are committed to the quality and longevity of our custom modular closet systems and accessories. We offer a 10-year limited warranty that covers all components of your closet. This warranty ensures that your closet components are free from material and workmanship defects and are resistant to wear and tear from normal usage for the duration of the warranty period.

### What's Covered

Our warranty includes coverage for all components of your custom modular closet. We guarantee that every part of your closet, from shelving and hanging rods to drawers and structural elements, is free from manufacturing defects and will withstand wear and tear from normal usage.

### What's Not Covered

To ensure transparency, here are scenarios and conditions that fall outside the scope of our warranty:

- **External Damage:** Our warranty does not cover damage resulting from accidents, misuse, abuse, vandalism, or unauthorized alterations. For example, if a component is intentionally damaged or vandalized, it will not be covered.
- **Unintentional Damage:** Damage caused by unintentional actions, such as collisions, drops, or impacts, is not covered.
- **Damage by Kids or Pets:** We understand that accidents happen, but damage caused by children or pets, including scratches, bites, or other non-normal wear and tear damage, is not covered.
- **Environmental Damage:** Damage caused by floods, fires, earthquakes, or other environmental factors is not covered by our warranty.
- **Any other damage not caused by normal wear and tear:** Damage resulting from any other factors not related to normal wear and tear is not covered by our warranty.



## Filing a Warranty Claim

If you believe that a component of your custom modular closet is covered by our warranty and needs replacement due to a manufacturing defect, normal wear and tear, or any other issue covered by our policy, please follow these steps:

1. Contact our customer support team via phone: (800) 583-0358 or email: [cs@viaclosets.com](mailto:cs@viaclosets.com), providing a detailed description of the issue and, if possible, photographs illustrating the problem.
2. Our team will review your warranty claim and may request additional documentation to assess the situation accurately.
3. Once your claim is approved, we will provide you with the necessary replacement component(s). Please note that our warranty covers replacement parts only, not the entire unit. Customers are responsible for any shipping costs associated with sending replacement parts.
4. Detailed instructions for the replacement process will be provided, and our customer support team will be available to assist you throughout.

Our goal is to ensure your complete satisfaction with our custom modular closets and accessories. If you have any questions or encounter any issues covered by our warranty, please do not hesitate to reach out to our customer support team. We are dedicated to assisting you in resolving any concerns and providing the exceptional service you deserve.