

# SHELVING UNIT WARRANTY



Strong Hold products have been manufactured under the highest standards of quality and workmanship and are known as the best-in-class industrial storage solutions. We stand behind the craftsmanship and the quality of our products.

It's simple. Purchase a Strong Hold product and it comes with an industry-leading warranty. Should your cabinet, shop table, shop desk, workbench, or tool cart ever fail due to a defect from materials or original construction, Strong Hold will repair or replace your product free of charge. Period.

## HOW LONG COVERAGE LASTS

The warranty for our shelving unit products lasts for ninety-nine (99) years. Warranty coverage ends when the product becomes unusable for reasons other than defects in workmanship or material as determined in Strong Hold's sole discretion, or a period ending five (5) years after Strong Hold discontinues manufacturing the product.

## WHAT IS COVERED

Strong Hold products are guaranteed to be free of material and workmanship defects for the life of the warranty. Components and accessories, as defined below, and those not manufactured by Strong Hold are warranted for one (1) year. Failures due to alteration, modification, misuse, abuse, or normal wear and tear are not covered by this warranty. Strong Hold shall not be responsible for any special, incidental, or consequential damages.

## HOW TO OBTAIN WARRANTY SERVICE

To obtain the benefit of this warranty, products must be registered through the warranty registration cards provided with products or through Strong Hold's website at [strong-hold.com/registration](http://strong-hold.com/registration). To make a warranty claim, visit our website or write to Strong Hold at P.O. Box 9043, Louisville, KY 40209, explain the defect, include purchase order information, your name, address, email, area code and telephone number.

## CONDITIONS

Warranted products will be repaired or replaced at Strong Hold's sole discretion, and returned at no charge or Strong Hold will refund the price paid for the product upon return of the product to Strong Hold, including shipping and insurance.

1. Strong Hold reserves the right to make the final determination, based on its own evaluation of the product, as to whether the problem in question is the result of a defect in design, workmanship, or materials, and not a result of error, misuse, or abuse on the part of the purchaser.
2. A service fee and shipping charges may be imposed if any product returned for warranty service is missing components or that has been substantially altered or modified in any way. Such fees and charges will be based upon the actual material and labor costs necessary to replace missing parts and to return the product to its original factory state.

## ADDITIONAL WARRANTY INDEMNIFICATIONS

Strong Hold warrants that this unit will be free from defects in materials and manufacturing workmanship.

This warranty is extensive in that it covers replacement of all defective parts. However, damage due to product abuse or misuse, alteration modification, or normal wear and tear, whether performed by the purchaser, a contractor, or service company, are excluded from this warranty. Strong Hold will not be responsible for labor charges and/or damage incurred



Phone  
800-880-2625  
Fax  
502-363-3827

Mailing Address  
Strong Hold  
P.O. Box 9043  
Louisville, KY 40209

Location  
6333 Strawberry Ln.  
Louisville, KY 40214



# SHELVING UNIT WARRANTY

in installation, repair, or replacement, not for any indirect, incidental, special, or consequential damages, losses, injury, or costs of any nature relating to the product. Except where otherwise provided by law, Strong Hold disclaims and excludes any express or implied warranty of merchantability, fitness, or any other warranty, and any other condition or guarantee that is not otherwise expressly set forth in this warranty. Strong Hold shall not be responsible under this warranty for any special, incidental, or consequential damages of any kind, including but not limited to punitive damages and any damages for loss of use or loss of profits of the purchaser.

Some states, provinces and nations do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights and you may also have other rights, which vary from state to state, province to province, nation to nation.

This warranty is only valid within the 50 states of the United States, the District of Columbia, the 10 Canadian Provinces and Territories, and Mexico.

## RETURN POLICY

Prior written authorization from Strong Hold must be obtained before credit on returned goods will be given. Returns must be received within thirty (30) days of shipment. The purchaser will be responsible for return freight charges prepaid. Credit upon arrival and inspection will include sale price, less 20% restocking fee and any damages. Non-stock or custom units, as defined below, are not eligible for return.

## CANCELLATION POLICY

Quick Ship units may be cancelled up until shipment with no charges applied. Non-stock units, or "repeat custom" items, may only be cancelled within 24 hours of order receipt at Strong Hold. Custom units, or "first time custom" items, may only be cancelled up until the customer's approval of a formal engineering design.

## DEFINITIONS

1. "Components and accessories" shall mean casters, drawer slides, roll-up doors and associated hardware, plastic bins, TV mounts, power strips, externally and internally mounted light fixtures, concealed hinges on lift-up lids, air conditioning units, ventilation fans, motors or actuaries, keycard or keypad locks, sinks and accompanying accessories, and plastic drawer dividers.
2. "Non-stock or custom" shall mean stock or quick ship products that have been altered from its advertised form by Strong Hold per the purchaser's request to the purchaser's design criteria.

Strong Hold reserves the right to change this warranty at any time without advance notice.



**Phone**  
800-880-2625  
**Fax**  
502-363-3827

**Mailing Address**  
Strong Hold  
P.O. Box 9043  
Louisville, KY 40209

**Location**  
6333 Strawberry Ln.  
Louisville, KY 40214

