

# GLADIATOR® GARAGEWORKS EZ CONNECT RACK SHELVING LIMITED WARRANTY

ATTACH YOUR RECEIPT HERE. PROOF OF PURCHASE IS REQUIRED TO OBTAIN WARRANTY SERVICE.

Please have the following information available when you call the Customer eXperience Center:

- Name, address and telephone number
- Model number and serial number
- A clear, detailed description of the problem
- Proof of purchase including dealer or retailer name and address

## IF YOU NEED SERVICE:

1. Before contacting us to arrange service, please determine whether your product requires repair. Some questions can be addressed without service. Please take a few minutes to review the instructions or visit [www.gladiatorgarageworks.com](http://www.gladiatorgarageworks.com).
2. All warranty service is provided exclusively by our authorized Gladiator® GarageWorks Service Providers. In the U.S. and Canada, direct all requests for warranty service to:

**Gladiator® GarageWorks Customer eXperience Center**  
In the U.S.A., call 1-866-342-4089. In Canada, call 1-800-807-6777.

If outside the 50 United States or Canada, contact your authorized Gladiator® GarageWorks dealer to determine whether another warranty applies.

## TEN YEAR LIMITED WARRANTY

### WHAT IS COVERED

#### ONE YEAR LIMITED WARRANTY

For one year from the date of purchase, when this product is installed, operated and maintained according to instructions attached to or furnished with the product, Gladiator® GarageWorks brand of Whirlpool Corporation or Whirlpool Canada, LP (hereafter "Gladiator") will pay for factory specified replacement parts and repair labor to correct defects in materials or workmanship that existed when this product was purchased, or at its sole discretion replace the product. In the event of product replacement, your product will be warranted for the remaining term of the original unit's warranty period.

#### SECOND THROUGH TENTH YEAR LIMITED WARRANTY (METAL RACK PARTS ONLY - LABOR NOT INCLUDED)

In the second through tenth years from the date of original purchase, when this product is installed, operated, and maintained according to instructions attached to or furnished with the product, Gladiator® GarageWorks will pay for a factory specified replacement metal rack sections to correct non-cosmetic defects in materials or workmanship in this part that prevent function of the EZ Connect Rack and that existed when this product was purchased. This limited 10-year warranty is for the metal rack only and does not include other parts or labor.

**YOUR SOLE AND EXCLUSIVE REMEDY UNDER THIS LIMITED WARRANTY SHALL BE PRODUCT OR PART REPLACEMENT AT OUR DISCRETION AS PROVIDED HEREIN.** Service must be provided by a Gladiator authorized service provider. This limited warranty is valid only in the United States or Canada and applies only when the product is used in the country in which it was purchased. This limited warranty is effective from the date of original consumer purchase. Proof of original purchase date is required to obtain service under this limited warranty.

### WHAT IS NOT COVERED

1. Service calls to correct the installation of any Gladiator® products or to instruct you on how to use or install them.
2. Damage resulting from improper handling or shipping of products, or products damaged by accident, misuse, abuse, fire, flood, improper installation, acts of God, neglect, corrosion, modification or mishandling.
3. Shipping or freight fees to deliver replacement products or to return defective products.
4. Factory specified replacement parts or product when your product is used in other than normal, single-family household use, such as a commercial environment or handled in any way inconsistent with the installation instructions included with the product.
5. Cosmetic damage including scratches, dings, dents or cracks that do not affect the structural or functional capability of the product.
6. Replacement parts or product for Gladiator® products used or installed outside the United States or Canada.
7. Travel or transportation expenses for customers who reside in remote areas.
8. Any labor costs during the first year limited warranty period.
9. Damage resulting from improper loading beyond the specified maximum weight capacity outlined in the assembly instructions provided with the product, including overloading of hooks, baskets, shelves, cabinets, and other Gladiator® accessories used with the product.
10. Product damage due to prolonged exposure to sunlight resulting in warping, fading, discoloration, cracking or peeling or product damage due to chemical interaction resulting in corrosion of paint or metal.
11. Any damage, splitting, checking, cracking, or warping of the laminate shelves past the first year.
12. Loss of product contents due to theft, fire, flood, accident or acts of God.

**The cost of repair or replacement under these excluded circumstances shall be borne by the customer.**

#### DISCLAIMER OF IMPLIED WARRANTIES

IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO **TEN YEARS** OR THE SHORTEST PERIOD ALLOWED BY LAW. Some states and provinces do not allow limitations on the duration of implied warranties of merchantability or fitness, so this limitation may not apply to you. This warranty gives you specific legal rights, and you also may have other rights that vary from state to state or province to province.

#### DISCLAIMER OF REPRESENTATIONS OUTSIDE OF WARRANTY

Gladiator makes no representations about the quality, durability, or need for service or repair of this product other than the representations contained in this warranty.

#### LIMITATION OF REMEDIES; EXCLUSION OF INCIDENTAL AND CONSEQUENTIAL DAMAGES

YOUR SOLE AND EXCLUSIVE REMEDY UNDER THIS LIMITED WARRANTY SHALL BE PRODUCT REPAIR OR REPLACEMENT AS PROVIDED HEREIN. GLADIATOR SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES. Some states and provinces do not allow the exclusion or limitation of incidental or consequential damages, so these limitations and exclusions may not apply to you. This warranty gives you specific legal rights, and you also may have other rights that vary from state to state or province to province.

**Keep this book and your sales slip together for future reference. You must provide proof of purchase or installation date for in-warranty service.**

Write down the following information about your Gladiator® product to better help you obtain assistance or service if you ever need it. You will need to know your complete model number and serial number. You can find this information on the model and serial label located on the back of the product.

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Dealer name \_\_\_\_\_  
Address \_\_\_\_\_  
Phone number \_\_\_\_\_  
Model number \_\_\_\_\_  
Serial number \_\_\_\_\_  
Purchase date \_\_\_\_\_