



Document Name	Limited Lifetime Warranty
Document Number	6002
Last revised	July 28, 2022
Purpose	Limited lifetime warranty is a warranty against manufacturer defects, not normal wear, and tear . It is for the lifetime of the part and not of the vehicle.
Connecting Documents	Not applicable
Connecting Forms	6001
Connecting Systems	Not applicable

Limited Lifetime Warranty

Congratulations on your purchase with EZ STAK! For over 21 years, EZ STAK has been the industry leader in mobile workspace systems. Today we continue to maintain our excellent reputation because we only ship products that meet our strict standards for workmanship and quality. That means we make our products in North America and will never compromise our standards for quality. As a result, we feel fully confident in offering our customers a limited lifetime warranty on our products.

What the Warranty Covers

EZ STAK products are warrantied to the original owner against defects in manufacturing, materials, and workmanship for the lifetime of the product. If a product fails due to a defect, we will provide replacement parts, repair, or replace it, at our discretion.

Period of Coverage

EZ STAK products are warrantied for the lifetime of the product under the original owner; from the purchase date until the day, they are taken out of service. For as long as you own the EZ STAK product, it is covered by our warranty.

How to Get Service

If you believe your product may have a defect, please email us at cs@ezstak.com or call us for a warranty evaluation at 315-595-3300. Upon submission of Warranty claim, EZ STAK will, if applicable, provide a return authorization number ("RMA"), for the return of the product and/or accessories. Customer will complete the RMA and return it to EZ STAK or a service dealer designated by EZ STAK along with the defective Product or Accessory, transportation, and insurance costs prepaid.

Customer must insure the shipment. EZ STAK will not be liable for lost in-bound packages. In some cases, EZ STAK may choose to ship you a replacement part for your products. If your product is determined not to be defective, you can still get service. EZ STAK will contact you with the cost to repair and reship the item.

What the Warranty Does Not Cover

This warranty does not cover damage caused by accident, alteration, improper care, improper installation, negligence, misuse, abuse, corrosion, normal wear and tear of moving parts, after market modifications, or scratches or dents caused by dropping or sliding rough or heavy objects across the aluminum or powder coated surfaces.

In the event your product arrives damaged, the Bill of Lading must be signed as 'damaged' and EZ STAK must be contacted within 2 business days after receipt of goods. All shipping damages must be claimed to the carrier within 21 calendar days. After 21 days no damage claims can be made.

This warranty does not cover transportation to the dealer or manufacturer to get warranty service, loss of time, loss of use, or other incidental damages. This warranty does not cover consequential damages (the cost of repairing or replacing other property which is damaged if this product does not work properly). The warranty also does not cover any damage caused directly or indirectly by such events as accidents, civil commotions, fires, floods, earthquakes, hurricanes, tornadoes, or any other natural disasters.

Items not manufactured by EZ STAK, such as slides and locking mechanisms are covered by EZ STAK for a period of one year from the date of the original purchase. High-cost purchase parts such as generators, trailers etc. are covered by their original equipment manufacturer.

Warranty Disclaimer

Except for the warranties expressly set forth herein, which are limited warranties and the only warranties made by EZ STAK, the products, accessories and components are provided strictly "as is," and EZ STAK makes no additional warranties, express, implied, arising from course of dealing or usage of trade, or statutory, as to the products, accessories and components provided hereunder. In particular, any and all implied warranties of merchantability, title, satisfactory quality and fitness for a particular purpose are hereby disclaimed.

How to Contact Us

We are only satisfied if you are satisfied. If you have any questions about our products or our warranty service, feel free to contact us today and one of our skilled staff members will be happy to assist you. Thank you for choosing EZ STAK as your provider of top-quality mobile workspace systems!