Dear Valued Customer:

Thank you for choosing Closets.com for your organizational needs!

The detailed installation instructions that follow are designed to make your installation smooth and flawless. The indexing will help you to find the specific answer and/or illustration you need to understand the engineering and assembly process.

This installation manual is meant to communicate specific information on how to properly install your product.

If you can’t find the answer you are looking for, you can call 1-844-431-6690 and speak with a professional in our Customer Service Department.

Continuous improvement in our operation is taken seriously. If anything in this publication is not clear or complete, please let us know.

Sincerely,
The Closets.com Team

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INSTALLATION STEPS FOR SUSPENDED CLOSET SYSTEMS

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An abbreviated list of Installation steps is as follows:

1) Unpack your product and inventory all parts
2) Install suspension rail
3) Install panels
4) Install fixed shelves
5) Install adjustable shelves
6) Install drawers
7) Install accessories

SUSPENSION RAIL: Installing the suspension rail properly is the most important part of installing your closet system. As you read through the manual, you will see important references to see detailed information on how to install the suspension rail properly.

PANELS: Panels are the vertical elements that connect shelves together at the start and end of each section. Each section requires two panels. Panels can be located on the ends of a section or between sections as center panels.

FIXED SHELVES: Fixed shelves are fixed with two different types of anchors. Use a push-in single dowel (item # 7785) to fix an end shelf or a shelf that will not continue on to the next section at the same height. Use a through anchor dowel (item # 7786) between sections where shelves continue through at the same height.

INSTALLATION TOOLS

In any installation, it is paramount to have the right tools handy for the job. The following is a list of the tools required for successful installation of your closet system.

A. ELECTRIC/CORDLESS DRILL
   I. 5MM DRILL BIT
   II. NO 2 PHILLIPS BIT
   III. 1/2” SPADE BIT FOR SUPER TOGGLES
B. STUD FINDER
C. SMALL LEVEL
D. PHILLIPS SCREWDRIVER
E. TAPE MEASURE
F. PENCIL
G. HAMMER
H. LONG LEVEL
Jig saw (not pictured)
## SYSTEM HARDWARE AND COMPONENTS

<table>
<thead>
<tr>
<th>Item #</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>7785</td>
<td>SINGLE PUSH-IN DOWEL</td>
</tr>
<tr>
<td>7786</td>
<td>THROUGH ANCHOR DOWEL</td>
</tr>
<tr>
<td>1039</td>
<td>#8 - 3/4&quot; PHILLIPS ROUND HEAD SCREW</td>
</tr>
<tr>
<td>1040</td>
<td>#10 - 2 1/2&quot; SUSPENSION RAIL SCREW</td>
</tr>
<tr>
<td>1041</td>
<td>#10 - 1 1/2&quot; COUNTERSINK SCREW</td>
</tr>
<tr>
<td>1035</td>
<td>#6 - 5/8&quot; FLAT PHILLIPS SCREW</td>
</tr>
<tr>
<td>1149</td>
<td>EURO SCREW 5 MM</td>
</tr>
<tr>
<td>412</td>
<td>10 MM SUSPENSION BRACKET SCREW</td>
</tr>
<tr>
<td>8608</td>
<td>ADJUSTABLE SHELF PIN</td>
</tr>
<tr>
<td>8456</td>
<td>LEFT SUSPENSION BRACKET</td>
</tr>
<tr>
<td>1309</td>
<td>SNAP TOGGLE ANCHOR</td>
</tr>
<tr>
<td>5481</td>
<td>SNAP TOGGLE BOLT</td>
</tr>
<tr>
<td>196</td>
<td>EPOXY DRAWER RUNNER</td>
</tr>
<tr>
<td>5221</td>
<td>OVAL CHROME ROD CUP</td>
</tr>
<tr>
<td>7802</td>
<td>CHROME OVAL ROD</td>
</tr>
<tr>
<td>2002</td>
<td>#10 - 1 1/2&quot; COUNTERSINK SCREW</td>
</tr>
<tr>
<td>1035</td>
<td>#6 - 5/8&quot; FLAT PHILLIPS SCREW</td>
</tr>
<tr>
<td>8464</td>
<td>BRACKET COVER</td>
</tr>
<tr>
<td>344</td>
<td>SUSPENSION RAIL</td>
</tr>
<tr>
<td>346</td>
<td>SUSPENSION RAIL COVER</td>
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<tr>
<td>8683</td>
<td>GRAY ANCHOR</td>
</tr>
<tr>
<td>8668</td>
<td>SMALL &quot;L&quot; BRACKET WHITE</td>
</tr>
</tbody>
</table>

*Items pictured not to scale.*
**INSTALLATION MANUAL**

**REFERENCING YOUR PLANS**

Plans: Your plans will include a top and elevation view for each closet. In the example below there is one section measuring 18 inches wide and two measuring 24 inches wide. The overall width of a system can be determined by this formula: Overall system width = # of vertical panels x .75 + width of each section. I.e. Section width is the same as shelf width. See the key that references additional elements of your drawing.

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**SUSPENDED CLOSET SYSTEMS**

**INSTALLATION INSTRUCTIONS**

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INSTALLATION STEPS FOR CLOSET SYSTEMS

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There are three combinations (a, b, c) of anchoring systems that are used when installing suspension rail.

When laying out your closet system and preparing to hang the rail it is important to locate where your panels will be hanging and where the studs are in the wall.

Caution: Any vertical panel hanging in the system should not be located more than 3” to the left or right of an anchor location. An anchor location is anywhere the rail is secured to the wall either by screwing to a stud behind it or by using a Snap Toggle anchor. If there is not a stud where the panel will be located, a Snap Toggle anchor must be installed.

**SCENARIOS**

A. Hang the rail using 2 1/2” screws

B. Hang the rail using 2 1/2” screws and Snap Toggle anchors

C. Hang the rail using only Snap Toggle anchors

*See page 11 for Installing Snap Toggles*

**SCENARIO A:**

In this scenario panels 1 and 2 will be installed within 3 inches of a wood stud and so the rail is screwed to the studs using 2 1/2” screws. Two screws are used per stud. One is screwed straight in and another is screwed in on an angle to secure the rail to the wall. (See scenario A diagram above).

**SCENARIO B:**

In this scenario panel 1 will be installed within 3” of a wood stud and so the rail is screwed to the stud using two 2 1/2” screws at that location. Panel 2 will hang more than 3” to the right of a wood stud and so a Snap Toggle anchor (see directions on installing Snap Toggle anchors on page 11) must be used at that location. (See scenario B diagram above and the arrow pointing to the location where a Snap Toggle should be installed).

**SCENARIO C:**

In this scenario, panels 1 and 2 will hang where there are no studs directly behind the rail. (See scenario C diagram above and the arrows pointing to the locations where Snap Toggles should be installed).
STEP 1: HANG THE RAIL

A. Measure the wall and make sure your assembled system will fit in the space you will be installing your system. Look at your drawing to confirm system width.

B. Use your tape measure to measure from the floor to your desired finished height of the closet system and make a mark on the wall two inches below that height.

Note: If the finished height of your assembled closet is 84” off the floor, then make your mark at 82”. Most rails will be installed at 82” unless otherwise noted or requested.

C. Use your level and draw a line on the wall the length of your suspension rail (item # 344) at 82” off the floor. (This will be where your suspension rail is installed and will determine the approximate width of your system) (See figure A).

Note: On longer runs or closets with several sections, there may be more than one rail used in the installation. If more than one rail is used, always secure the rail end to the wall where two rails come together. Rail can also be cut to length with a hack saw.

D. Once your line is drawn on the wall you will need to locate studs inside the wall. Use your stud finder to mark the left and right edge of the stud when you find one. Between the two marks will be your center. Locate all studs inside the wall along the entire length of the rail. Place a small “x” on the line where each stud is located. (See figure B).

Caution: If a panel hangs more than three inches to the left or right of any stud along the rail, you should proceed to installing Snap Toggles in those areas.

STEP 2: INSTALL THE RAIL

E. Next, measure from one side of the rail line and roughly mark where each vertical panel will hang. Refer to your drawings to determine spacing between panels. Spacing is determined by shelf width.

F. Install your suspension rail (item # 344) on the wall and secure with two 2 1/2” screws (item # 1040) in every stud using your drill with No. 2 Phillips bit. Secure one straight in and one on angle towards the center. Repeat this across the entire length of the rail until it is secured. (See figure C).

Caution: The metal suspension rail should be installed with the hook edge facing up.

G. Once the rail is secured to the wall, snap on the rail cover (item # 346) over the suspension rail and your system is ready to be suspended. (See figure D).

Tip: The narrow edge of the rail cover faces up towards the ceiling and the wider edge faces the floor. Place the rail cover on the rail starting at one end. Hook the top edge on first all the way along the length of the rail. Use a closed fist to tap along the cover to snap the bottom edge of the cover onto the rail. Rail cover can be removed by prying under the bottom edge with a flat head screw driver.
STEP 2: SUSPEND THE PANELS

A. Attach suspension brackets (item # 8456) to the panels. (There are two holes at the top of each panel near the notch) Attach the bracket to the panel with two 10mm suspension bracket screws using your drill with a No. 2 Phillips bit. (item # 412) Repeat step 2.A until all suspension brackets are installed. (See figure E).

Tip: Make sure the farthest left and right vertical panels have their suspension brackets facing towards the inside of the system. Alternate every other panel with left then right sided suspension brackets.

B. Once all of the suspension brackets are secured to the panels, hook them onto the rail. Lift the panel vertically and with the suspension bracket above the rail, slowly lower the panel so that the suspension bracket securely hangs from the rail. (See figure F).

STEP 3: INSTALL FIXED SHELVES

Note: If your system contains drawers, see step 4 on page 12 before proceeding.

A. Install top fixed shelves first, then bottom fixed shelves, then middle fixed shelves. Place a single push-in dowel (item #7785) in the top holes of the furthest left and right end panels. Work from one side to the other locking each shelf. (See figures G and I).

B. Place a through anchor dowel (item # 7786) in the top holes of any panels that are between left and right end panels. (See figure H).

Tip: When using through anchors, lock the narrow side first as this will pull the wide side snug to the panel.

Note: Through anchor dowels are anchors used between fixed shelves where a shelf will continue onto the next section at the same height.

C. Gently put fixed shelves in place lowering them down onto the push-in dowels on the end panels and the through dowel on inside panels. (See figure J above).

D. Fix locking shelves in place using your No. 2 Phillips screw driver and turning the lock 180 degrees to lock the shelf in place. You will know the shelf is locked when the flat side of the screw is facing away from the vertical panel. The locking mechanism on fixed shelves should always face down. (See figures K and L).

Note: Suspension brackets have both up and down and forward and backward adjustments on them. This can be useful when trying to get locking shelves to line up in addition to leveling.
E. Fix bottom shelves in place across the system. Repeat steps 3.A through 3.C for the bottom shelves and center shelves. In areas where double hang sections are being installed, measure up from the floor to half the height of the system and install the lower shelf there.

Tip: For systems that are 84” finished height, the lower shelf in a double hang section should be installed at 42” from the floor.

Caution: If you have drawers going into the system, review directions on installing drawers and location of shelf placement for top and lower shelves in drawer areas.

STEP 4: LEVEL THE SYSTEM

A. Once fixed shelves are in place the system can be leveled. This is done by placing a level on the center or top fixed shelf in each section and adjusting the height compensation screw on each suspension bracket. Each vertical panel can be adjusted up or down up to 3/8” by turning the height adjustment screw on the suspension bracket working from one side to the other. Level each section and then move on to the next if applicable.

Tip: The screw located on the underside of the bracket adjusts the height while the screw on the end adjusts forward and backward. (See figure M below).

B. Once your system is level, install your right and left suspension bracket covers. (item # 8464) There will be one for each bracket. They are snapped on to each left and right bracket by holding them up against the underside of the top shelf and sliding them along the panel and onto the bracket. You will know when they are in place when they cannot be pushed any further. (See figure N).

STEP 5: INSTALL ADJUSTABLE SHELVES

A. Install all adjustable shelves in any location by placing adjustable shelf pins (item # 8608) in place in any holes and setting a shelf on top of them. Four pins hold a single shelf in place. See your drawings for recommended location. (See figure O).

Caution: If you have drawers going into the system, review directions on installing drawers and location of shelf placement for top and lower shelves in drawer areas.

Tip: The screw located on the underside of the bracket adjusts the height while the screw on the end adjusts forward and backward. (See figure M below).

STEP 6: INSTALL “L” BRACKETS

A. Once all of your fixed and adjustable shelves are installed and your system is leveled you should install “L” brackets. Secure the system to the wall using “L” brackets. Place a “L” bracket inside the unit near the bottom of the panel and against the wall. Now, trace inside each hole using your pencil. (See figure P).
B. Next, drill a hole in the wall using a 5mm drill bit. Insert a gray anchor (item # 8683) and secure the “L” bracket to the wall using a # 10 1 1/2” screw (item # 2002). Lastly, use a # 8-3/4” screw (item # 1039) to fix the “L” bracket to the panel. (See figures Q, R, and S).

Note: Install one “L” bracket per panel measuring 52” or less, and two on panels measuring more than 52”.

C. Next, secure the “L” bracket to the panel with a #8 3/4” screw (item # 1039) through the end hole. Repeat this step inside all panels, placing two “L” brackets per panel.

STEP 7: INSTALL DRAWERS
See page 12 for complete drawer installation instructions. (Skip this step if there are no drawers being installed).

STEP 8: INSTALLING HANGING RODS
A. Look at your design drawings to confirm the location of your hanging rods (item # 7802). Each rod will need two rod cups (item # 5221) to hold it in place. Just push them into place and set the correct rod in the cups. Place hanging rod in the cups starting on one side and pulling the other side down into the cup. (See figure U and V).

Tip: Rods are movable along the drilling pattern and can be placed at any height. For hanging sections, we suggest that you leave one hole between the rod cup and the underside of the shelf above.
Snap Toggle anchors should be used in place or addition to using 2 1/2" suspension screws (item #1040). See pg 6, Installing Rail, 3 Scenarios. You will need to install Snap Toggles (item # 1309, and # 5481) to support the suspension rail if you are unable to locate any studs or if a system panel is suspended between two studs. A panel should NOT be located more than 3” away from any screw or Snap Toggle anchor.

Preparation

A: After you have made marks on the wall indicating where each stud is located (see step 1 on page 7) and where each panel will be located, temporarily hold the rail on the line you have drawn. You should see the line through the holes in the rail.

B: With the rail in place, make marks inside the holes in the rail to indicate where your Snap Toggle anchors (item # 1309) will be drilled. Then remove the rail from the wall.

Step 1: Using a ½” drill bit, drill through the drywall where your Snap Toggle anchor will go. Repeat this step in all locations requiring a Snap Toggle.

Step 2: The metal end of the Snap Toggle anchor is collapsible. Gently fold the metal anchor end towards the plastic loop so that it can be inserted into the hole you drilled in the wall. Push it through the hole while holding the plastic loop end with your other hand. Once the metal anchor is inside the wall it will open again.

Step 3A: While holding the plastic loop, keep tension on the toggle pulling it towards you so that the metal end is snug against the inside of the wall. Next, slide the plastic collar along the toggle track until it meets the wall pressing it firm against the wall.

Tip: Use a screwdriver to slide the collar onto the wall while holding tension on the loop.

3B: Once the collar is snug against the wall, bend the loop from side to side to snap off the tail end of the anchor. Discard the tail.

Step 4: Insert the toggle bolt (item # 5481) through the rail and slide the toggle bolt into the threaded anchor you installed. Hand tighten the toggle bolt confirming it is seated in the hole. Then tighten the screw all the way to the rail using your drill.

Step 5: Repeat steps 1-4 along the rail anywhere you have a toggle bolt being installed.
If you have drawers being installed in your system they will be packed in a separate box and already assembled. The drawer runner system uses a two part runner. Drawer boxes will have the drawer guides already fixed to the drawer box.

When the drawers arrive, the handles will be installed facing the inside of the drawer box. They will need to be removed and reinstalled on the outside of the drawer face. Use your Phillips No. 2 screw driver to release and reattach the handles to the drawer face.

*Note: Drawers should only be installed once the entire system has been assembled, leveled, and fixed in place.*

---

**HARDWARE FOR INSTALLATION**

- EURO SCREW 5MM  
  ITEM # 1149
- #6 - 5/8" FLAT PHILLIPS SCREW  
  ITEM # 1035

**TOOLS FOR INSTALLATION**

- CORDLESS DRILL
- NO 2 PHILLIPS DRIVER
- BIT FOR CORDLESS
- NO 2 PHILLIPS SCREW DRIVER

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**Step 1:** See diagram 1 on the opposite page that illustrates four drawer guides installed on the panel. You will notice that the rollers are located towards the front of the system.

**Step 2:** Use the drawer runner reference in diagram 1 to locate the position of where each runner should be installed. Line up the rollers at the front edge of the panel. There is a left and a right runner. Use two 5mm euro screws (item # 1149) to fix each runner to the panel. Next, use one # 6- 5/8" flat Phillips screw (item # 1148) and screw it into the hole on the runner that is closest to the front edge of the panel. (See diagram 1).

*Tip: Install all fixed shelves before the runners are installed as bottom fixed shelves cannot be installed once the runner is in place.*

**Step 3:** Look at your drawings included with your order to determine which drawers go where and in what order.

*Note: The example in diagram 1 shows a stack of drawers. Starting from the bottom and moving upward, there is a 10” drawer, 7”, 7”, and a 5” drawer. Be sure to reference your plans for exact spacing.*

**Step 4:** Depending on how many drawers you have in your system, you may need to secure a fixed shelf between two drawers. (See diagram 2 on next page that illustrates the location of fixed shelves between two drawers.

*Note: Install a fixed shelf between drawers when there are four or more drawers in a stack.*

**Step 5:** Place a drawer into the guide by holding it parallel to the panels. Lower the drawer box so that the rollers on the box drop behind the rollers on the panels. Next, lift the drawer level and slide it into place. (See image 3).

*Tip: To remove the drawer, simply pull the drawer open until the runners are fully extended open. When the drawer reaches the end of the track lift the drawer face slightly, then lower the face and lift the back of the drawer box upward to remove the drawer.*
BASKET AND WINE RACK INSTALLATION

TOOLS FOR INSTALLATION

- Cordless Drill
- No 2 Phillips Driver Bit for Cordless
- No 2 Phillips Screw Driver

HARDWARE FOR INSTALLATION

- Screw 5 mm Item # 9517
- Basket Runner, Wine Runner Item # 7695
- #6 - 5/8" Flat Phillips Screw Item # 1035

For 5" Drawers position the runners every 4th hole on the panel.

For 7" Drawers position the runners every 6th hole on the panel.

For 10" Drawers position the runners every 8th hole on the panel.

Install fixed shelf here before attaching drawer runners.

Install fixed shelf here before attaching drawer runners.

Install fixed shelf here before attaching drawer runners.
**BASKET INSTALLATION**

The runner system used with our baskets are the exact same runners that are used when installing a wine rack pull-out.

**Caution:** For baskets, the runners must be installed no less than four holes below a shelf.

**Note:** For both wine rack and basket runners there is a left and a right runner.

**Caution:** For basket and wine rack installations, use two 5mm euro screws and two 5/8” flat phillips screws when installing. See diagram 1 for locations.

**Step 1A:** To install a basket runner, first confirm left and right runners. Arrange the runners so that the rubber end is facing you and the hooks are facing up.

**1B:** Hold the basket runner up to the panel, keeping it fully extended open. Locate the first hole in the runner closest to the front edge of the panel and use a 5mm Screw (item #9517) and two Flat Phillips Screws (item # 1035) to fix it to the panel. Do the same for the rear holes. (See Diagram 1 and image 7).

**1C:** Repeat Step 1.B for all basket runners that need to be installed.

**Step 2A:** Hang the basket in place by pulling the basket runners fully open and dropping the basket in place. Start with one side and lower the basket onto the front hook of the runner in the first or second wire opening. Once the basket is in place, push the four rubber stops included with your basket onto each of the four runner hooks. (See Diagram 2 and image 5).

**Step 3:** If you purchased a canvas liner for your basket, simple unwrap it and open it completely. Release all of the Velcro straps along the top edge of the liner. Next, place the liner in the wire basket making sure to line the front and back edge up. Push each corner of the liner firmly into each corner of the basket. Next, secure each Velcro strap around the top edge of the wire basket. (See image 6 of completed liner installation).

**WINE RACK INSTALLATION**

The runner system used with our baskets are the exact same runners that are used when installing a wine rack pull-out.

**Note:** For pull-out wine racks the runner should be installed in the first visible hole on the panel above the fixed shelf. (See image 7).

**Step 1A:** To install a wine rack runner, first confirm left and right runners. Arrange the runners on your left and right so that the rubber end is facing you and the hooks are facing up. (See diagram 1).

**1B:** Hold the wine rack runner up to the panel, keeping it fully extended open. Locate the first hole in the runner closest to the front edge of the panel and use a 5mm Screw screw (item # 1149) and two Flat Phillips Screws (item # 9517) to fix it to the panel. Do the same for the rear holes. (See diagram 1 and image 7).

**1C:** Repeat step 1.B for all wine rack runners that need to be installed.

**Step 2A:** Simply rest the wine rack in the runners. Drop the rack in from above and lower it down onto the wine rack runners, seating it in the hooks on both the left and the right.
If you choose to include a tie rack, belt rack, or valet pole for your new closet system, the following details installation procedures and location suggestions. All accessories come with their own instructions included in the box.

Our deluxe telescoping accessories can be installed on either side of a panel. They can also be installed on a wall using gray anchors and 1 ½” countersink screws.

Telescoping accessories consist of three elements; a cover, accessory part and screws, and a slide. (See diagram 1).

The cover is removed by turning it in the direction illustrated below. (See diagram 2).

Each accessory has two screws holding the accessory part to the slide. The screws can be removed and the part reversed for installation on the opposite side of the panel.

To install the accessory to the panel, the cover must be removed. Extend the accessory fully open to reveal the screw holes in the side. Line the slide up with the holes on the panel and insert two screws to secure the accessory to the panel. Once the accessory is installed, replace the cover.

Deluxe Tie Rack
- Suggested tie rack mounting height is 50” from the floor
- If multiple tie racks are required, both top and bottom sections in double hang can be used.
- It may be attached to a wall or exposed end panel.

Deluxe Belt Rack and Scarf Racks
- Telescoping belt or scarf rack attaches to left or right vertical panel and slides out for easy viewing.
- Attach to top section of double hang.
- Can be attached in corner access space.
- Can be attached inside a medium or long hang section.

Deluxe Valet Pole
- Recommended in almost every closet including entry or coat closets and laundry rooms.
- Great for separating a garment from the rest, packing for a trip, brushing lint off clothing, transferring dry cleaning, clipping price tags, steaming wrinkles, etc.
- Rods slide out of the way when not in use and don’t take away any storage space.
DAMAGED OR MISSING PRODUCTS
• Closets.com will replace pieces damaged during shipping at no cost to the customer providing the information necessary to make a claim is furnished.
• Products damaged during shipping MUST be reported within five days of receipt. If we are not notified in a timely fashion you may be responsible for replacement parts.
• Please call 1-844-431-6690 to report damaged goods.
• Please take pictures of all damaged parts and email them directly to info@closets.com. We will then follow up with you regarding the next step. All sales are final.

WARRANTY
We are pleased to inform you that our customers have expressed a level of satisfaction that is second to none. Still though, we think it's important to offer a limited 3 year warranty backing our commitment to quality materials.
We hope that this further encourages your “peace” of mind. If your closet system is properly installed it should offer years of performance, enhancing your ability to feel organized.
Closets.com will examine the product and decide, at its sole discretion, if it is covered under this limited warranty. If considered covered, Closets.com will then, at its sole discretion, either repair the defective product or replace it with the same or a comparable product.

What is not covered under this limited warranty?
This limited warranty does not apply to products that have been stored or installed incorrectly, used inappropriately, abused, misused, altered, or cleaned with wrong cleaning methods or cleaning products.
This limited warranty does not cover normal wear and tear, cuts, scratches, or damage caused by impacts or accidents. This limited warranty does not apply if products have been placed outdoors. This limited warranty does not cover consequential or incidental damages.