



## Limited Warranty

Who and what does this Warranty cover?

We stand behind our products and offer a 1-Year Limited Warranty to prove it. The terms of the Warranty are as follows:

Your new 3PlusUSA product (a “Product”) is covered by a 1-year limited warranty (the “Warranty”), which gives you specific legal rights. You may have other rights, but those vary from state to state. This Warranty is not transferable and covers you only if you (a) are the original purchaser and current owner of the 3PlusUSA Product for which you are seeking recourse under the Warranty and (b) purchased the Product directly from 3PlusUSA.com. The Limited Warranty therefore only applies during the period in which the Product is owned and controlled by the original purchaser of that Product. PLEASE RETAIN YOUR PURCHASE RECEIPT SO THAT YOU CAN PRESENT IT TO US IF NECESSARY.

In addition, because we cannot handle international shipping and logistics expenses, your Product must be in the United States at the time you wish to take advantage of the Warranty.

This Warranty is limited to material defects resulting from defective materials or workmanship in the Product you have purchased.

Specifically, this Warranty covers the following defects, provided that they arise or appear in circumstances in which you have handled, maintained, and used the Product only for its intended purpose and have not subjected it to conditions likely to cause deterioration or damage beyond normal wear:

1 A visible defect in the construction (e.g., metal is bent, scratched or not functional) upon arrival of the Product. You are entitled up to 30 days to claim a defect described above starting after delivery of the order. If you have questions about whether the purpose for which you are planning or intend to use the Product is appropriate, please contact [Support@3plususa.com](mailto:Support@3plususa.com)

1 Any physical flaw in the rack material that causes it to split or crack under conditions of normal use and proper handling.

2 Any manufacturing defect in the Product cover such as color tearing or mechanical unraveling.

What will 3PlusUSA do?

We will repair or replace the defective Product or the defective component(s)

of the Product. In the case of a manufacturing defect in a component of the Product, such as the color, we may elect to repair or replace the component rather than replace the entire Product, and we reserve sole and complete discretion over that election. If we elect to replace the Product or component, we will replace it with the model, version, color, or style available at the time of replacement, which may be different in certain respects than the original. If you wish to replace a defective Product with a more expensive Product, you may be required to pay the difference in price between the original Product and the more expensive Product.

Any repair or replacement will not extend the original period of this limited warranty, nor will it constitute the beginning of a new limited warranty period. In case the item needs to be replaced due to a manufacture defect as described above, we cover the shipping costs and send out a replacement within 3-5 business days.

Limited Return Policy - What is not covered by this warranty?

Delivered Products that don't show any of the defects above are eligible for returns and a refund of the original purchase price, subject to certain restrictions. Potential restrictions: You are responsible to arrange the return shipping and to cover the costs of the shipment. Further, you must provide a valid tracking number for your return. Once the return is received, 3PlusUSA will process the refund, which can take 3-8 business days. You have the option to not pay for the return shipment costs upfront. If you chose this option, we will cover the return shipping costs and subtract the shipping costs from the refund of your original purchase price. If you need further information on how much your individual shipping costs will be, please contact our support at [Support@3plususa.com](mailto:Support@3plususa.com).

This Warranty does not cover changes to your Product that are caused by or result from normal wear and use. Nor do we cover changes caused by or resulting from circumstances or uses that go beyond the ordinary, intended maintenance and uses of a Product. If you have questions about proper maintenance and use of your Product, please contact us at [Support@3plususa.com](mailto:Support@3plususa.com)

This Warranty does not cover your Product if you use it in a manner incompatible with that intended design and use.

More specifically, this Warranty excludes: (a) minor imperfections and slight cosmetic flaws; (b) normal wear and tear; (c) tears, stains, soiling, burns, and discoloration that occur over time; (d) individual or personalized preferences relating to texture, etc.; (e) individual or personalized allergies and sensitivities.

In addition, this Warranty does not cover conditions resulting from abusive handling, misuse, or neglect. Accordingly, the following circumstances, if discovered upon inspection, will void your Warranty: (a) any unsanitary condition; (b) burns; (c) physically abusing the Product; (e) attempting to clean the Product in an inappropriate manner; and (f) purchase from resellers such as Amazon.com, HSN and QVC. If you purchased your 3PlusUSA product from one of these retailers, please contact their customer service for further instructions.

#### YOUR RIGHTS UNDER STATE LAW.

Some states do not allow the exclusion or limitation of incidental or consequential damages in connection with the sale of consumer products, so the above limitation or exclusion of incidental or consequential damages may not apply to you. This Warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

#### HOW TO MAKE A CLAIM UNDER THIS WARRANTY.

To make a claim under this Warranty, please send: 1) a brief written description (and photo, if possible) of the problem or condition that you believe constitutes a defect; 2) proof of purchase (such as your order number or an original dated sales receipt) to 3PlusUSA at Support@3plususa.com. Your failure to comply with these claim submission instructions may void this Warranty. We reserve the right, in our sole discretion, to require photographs, further information or descriptions, or to physically inspect the Product prior to accepting a particular claim under this Warranty.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, WE AND OUR AUTHORIZED RESELLERS, DISTRIBUTORS, AND/OR SUPPLIERS MAKE NO REPRESENTATIONS, WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, BEYOND THOSE SET FORTH IN THIS WARRANTY AND NON-PUFFERY CLAIMS IN OUR MARKETING MATERIALS. EACH OF THOSE PARTIES DISCLAIMS ANY AND ALL WARRANTIES OR CONDITIONS, EXPRESS, STATUTORY AND IMPLIED. SOME JURISDICTIONS DO NOT ALLOW THE LIMITATION OR EXCLUSION OF CERTAIN WARRANTIES OR CONDITIONS, SO SOME OF THE ABOVE EXCLUSIONS MAY NOT APPLY TO YOU. THERE ARE NO WARRANTIES THAT EXTEND BEYOND THE FACE OF THIS DOCUMENT. IN NO EVENT WILL WE OR OUR RESELLERS, DISTRIBUTORS, AND/OR SUPPLIERS BE LIABLE FOR ANY DAMAGES, INCLUDING WITHOUT LIMITATION ANY INDIRECT, CONSEQUENTIAL, SPECIAL, INCIDENTAL, OR PUNITIVE DAMAGES ARISING OUT OF, BASED ON, OR RESULTING FROM YOUR OR ANY THIRD PARTY'S PURCHASE AND/OR USE OF THE

PRODUCT, EVEN IF WE OR SUCH OTHER PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. THESE LIMITATIONS AND EXCLUSIONS APPLY WITHOUT REGARD TO WHETHER THE DAMAGES ARISE FROM (1) BREACH OF CONTRACT, (2) BREACH OF WARRANTY, (3) NEGLIGENCE, OR (4) ANY OTHER CAUSE OF ACTION, TO THE EXTENT SUCH EXCLUSION AND LIMITATIONS ARE NOT PROHIBITED BY APPLICABLE LAW. SOME JURISDICTIONS DO NOT ALLOW THE LIMITATION OR EXCLUSION OF CERTAIN DAMAGES, WARRANTIES OR CONDITIONS, SO SOME OF THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU. IN NO CASE SHALL ORIGAMIRACKS LIABILITY EXCEED THE PURCHASE PRICE PAID FOR THE PRODUCT GIVING RISE TO ANY SUCH LIABILITY.

PLEASE NOTE THAT OUR LIMITED WARRANTY DESCRIBED HEREIN APPLIES ONLY TO ORIGINAL PURCHASERS OF PRODUCT(S) PURCHASED FROM 3PLUSUSA.COM DIRECTLY. IF YOU PURCHASED YOUR PRODUCTS(S) FROM AN AUTHORIZED DISTRIBUTOR, SUCH AS HSN OR QVC, OR PURCHASED YOUR PRODUCT(S) FROM AMAZON.COM OR ANOTHER THIRD PARTY, YOUR WARRANTY RIGHTS, IF ANY, MAY BE SUBJECT TO DIFFERENT OR ADDITIONAL TERMS. PLEASE RETAIN YOUR PURCHASE RECEIPT SO THAT YOU CAN PRESENT IT TO US IF NECESSARY. IN ADDITION, PLEASE NOTE THAT THE RETURN POLICY AND LIMITED WARRANTY APPLY ONLY IF THE PRODUCT IN QUESTION IS IN THE UNITED STATES AT THE TIME YOU WISH TO RETURN IT.

#### GOVERNING LAW.

This Warranty is governed by the laws of the State of California.

Call Us at (866) 592-0184  
[service@3plususa.com](mailto:service@3plususa.com)