

Avera™ and Preston™ Limited Lifetime and Limited Warranty

Our Preston and Avera product lines come with a limited warranty. The length of the warranty depends on the part or service involved:

1. All non-moving thermoplastic fused wood and metal components have a limited “lifetime” non-transferable warranty. “Lifetime” is defined by the lifetime of the owner of the home at installation, or alternatively, in cases where the issue cannot be repaired, “Lifetime” is defined as the period The Container Store can reasonably obtain the original materials.
2. All movable components, lighting, and installation services come with a limited one-year, non-transferable, warranty from the date of installation.

What the warranty provides you: During the applicable warranty period, The Container Store warrants that the Preston and Avera products will be properly installed and will be free from defects in material and workmanship when used for their intended purpose in accordance with the product information. For the duration of the warranty period, The Container Store will repair or replace, at no additional charge, any defective component of the Preston or Avera product line that has not been moved from its original location.

What is not covered: The warranties do not apply to any damage resulting from normal wear and tear, accidents, abuse or misuse, abnormal physical stress, use contrary to any instructions, other subcontracted services (including without limitation painting, electrical and professional organizing services), neglect, negligence, or abnormal environmental conditions. The warranties do not apply if the Preston or Avera product is in anyway installed, removed, reinstalled, reconstructed or otherwise altered by a person other than The Container Store or its authorized representatives. Additionally, the warranties do not apply if the Preston or Avera product is used in combination or conjunction with any third-party hardware or product not previously approved in writing by The Container Store, or installed by The Container Store or its authorized representatives. All warranties are void upon any commercial use of the Preston or Avera products.

Limitation of Liability. Notwithstanding the foregoing, except for the express warranties contained above, in no event shall The Container Store be liable for any indirect, incidental, special, consequential, exemplary or punitive damages, including without limitation lost profits, loss of goodwill or reputation, arising out of or relating to this agreement, regardless of the form of the action or claim or the theory of recovery, even if advised in advance of the possibility of such damages.

The Container Store’s aggregate maximum liability is limited to the monetary retail value of the Preston or Avera products when purchased. If The Container Store cannot obtain original materials with commercially reasonable efforts, The Container Store may replace with similar product or refund the original retail cost of the item(s) at its election.

The limited warranties give you specific legal rights, and you may also have other rights which vary from state to state. For warranty services, please contact our Customer Solutions team at (855) 827-5623.