

Product Care & Warranty

Product Care FAQ

Q. How do I clean your products?

A. We recommend that you simply wipe your units with a clean, damp cloth and then dry immediately with another clean cloth to maximize the life span and look of your product.

Q. Can I paint or varnish your products?

A. No. All of our products have a laminate finish, and should not be painted or varnished.

Q. Are they waterproof?

A. Every day liquids that are spilled and quickly wiped up will not damage our products. However, as with any wood-based furniture, continuous exposure to liquids or high humidity may cause damage.

Q. What safety features do your products include?

A. Your safety is important to us. Our wall-mounted products come with secure, easy-to-install mounting systems, while our taller pieces include restraints to prevent tipping. Always be sure to assemble and install our products following the steps and safety measures outlined in the assembly instructions.

Limited 5-year Warranty

PREPAC Manufacturing Ltd. provides a limited 5-year consumer warranty against product defects. If a product proves to be defective in manufacturing, material or workmanship, a similar replacement part will be provided at no charge.

This warranty applies only to PREPAC Products purchased from authorized PREPAC retailers and to the original purchaser. It is NOT transferable. The warranty period begins from the date the product was purchased. This warranty is expressly limited to the replacement of components or parts having defects in manufacturing, workmanship or materials. No assembly labor is included. Replacement of parts does not extend this warranty or begin a new warranty period.

This warranty does NOT apply to normal wear and tear or to any product that has been improperly assembled, improperly installed, used for purposes other than the intended use, improperly cared for or altered in any way.

The consumer has purchased a "Ready to Assemble" product which involves "Do It Yourself" assembly, including assembling and installation of the product. PREPAC shall not be liable for incidental or consequential damages which may result in conjunction with the use of its products.

This warranty is in addition to any statutory warranty legislation in the jurisdiction where the product is purchased and does not exclude or limit your legal right.

Warranty service is available by contacting our Customer Service Department at 1-877-773-7221 (1-877-PREPAC1). PREPAC will require Proof of Purchase, including the date of purchase as well as the retailer name and order number to process the claim. To ensure proper parts ordering, please use the model numbers and parts descriptions listed on the Assembly Instructions.

Prepac Manufacturing Ltd

6705 Dennett Place
Delta, BC
V4G 1N4



Customer Service: 1-877-773-7221

Phone: 604-940-2300

Fax: 604-940-5644

Toll Free: 1-800-665-1266



General: info@prepacmfg.com

Feedback: feedback@prepacmfg.com

Order replacement parts: parts@prepacmfg.com

Have damaged parts: damage@prepacmfg.com

Need Help with Assembly: assembly@prepacmfg.com

Request Assembly Instructions: instructions@prepacmfg.com



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Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.