

A FREE SAFETY UPGRADE FROM SAFERACKS/MONSTERRAX

12/22/2021

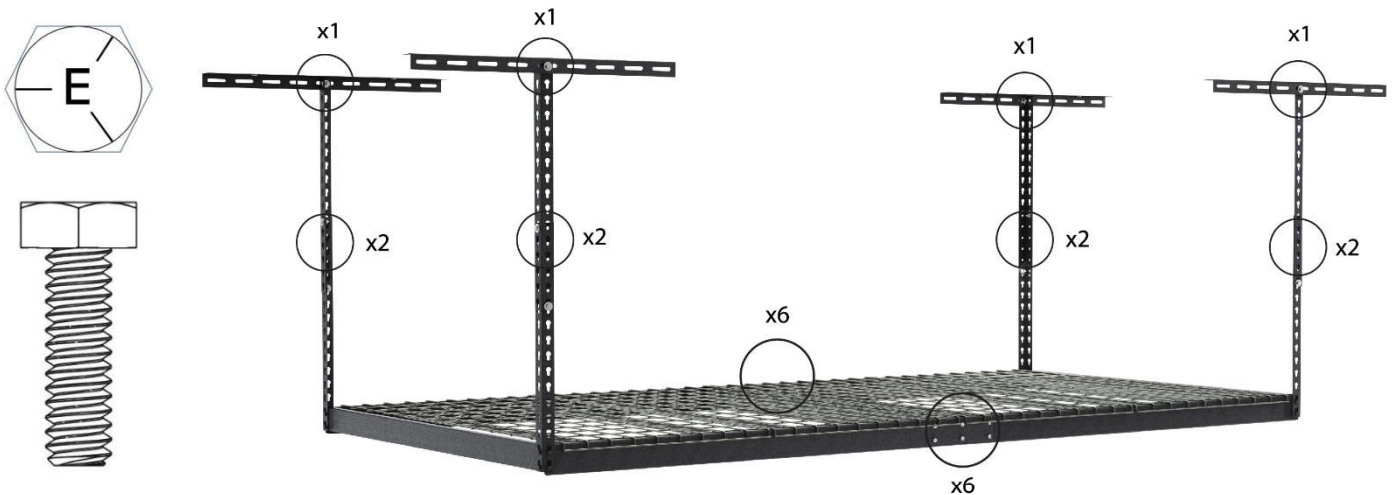
Dear Valued Customer,

Thank you for your recent purchase of your (SafeRacks/MonsterRax) Overhead Garage Storage Rack(s). We hope that you are enjoying the extra space in your garage!

The satisfaction and safety of our customers is our #1 priority. To that end, it has come to our attention that the Overhead Garage Storage Rack(s) that you received **may** have included some bolts, specifically the **1/4" - 20 x 3/4" Hex Bolts**, from one of our suppliers that could potentially have an imperfection in them which could result in a rack failure (OR simply not meet our strict safety specifications). We are therefore issuing this notice promptly after becoming aware of this issue because we want to cure any issues immediately.

Out of an abundance of caution, we are contacting you to check and see if you have received the **1/4" - 20 x 3/4" Hex Bolts** in question with your Overhead Garage Storage Rack(s).

IMPORTANT: Please take a moment to inspect your rack(s). In order to determine whether you have received the **1/4" - 20 x 3/4" Hex Bolts** in question, we ask you to please inspect the **1/4" - 20 x 3/4" Hex Bolts** in the following areas of your Overhead Garage Storage Rack(s) (the areas circled in the image below) to see what letter(s) is/are stamped on the head of the bolts:



- **IF THERE IS AN "E" STAMPED ON ANY OF THE BOLTS LOCATED IN THE CIRCLED AREAS OF THE PICTURE ABOVE:**
 1. Please ***immediately*** unload any items from your Overhead Garage Storage Rack(s) ***and*** completely disassemble your Overhead Garage Storage Rack(s).
 2. Once this has been completed, please call us at (877) 927-2168 or email us at consumersupport@saferacks.com and we will send you, free of charge, replacement **1/4" - 20 x 3/4" Hex Bolts**.

Again, the satisfaction and safety of our customers is our #1 priority. If you require any assistance or have any questions, please call us at (877) 927-2168 or email us at consumersupport@saferacks.com.