



## **Warranty - Defective Product Claim Form**

*This form is located online at [www.backyardadventures.com](http://www.backyardadventures.com) click on the warranty tab.  
The form can be printed for your convenience.*

Thank you for purchasing a Backyard Adventures play set. We hope it will bring your family many years of safe and enjoyable backyard fun. We understand products may become defective and may qualify to be replaced under warranty. Please review the warranty. If you feel a product on your play set is covered by our warranty please complete the following Steps. Your dealer will verify with you if your claim qualifies with this warranty.

**Step 1** Complete the following information:

Name: \_\_\_\_\_ Dealer Name: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Daytime Phone: \_\_\_\_\_

**Step 2** When did you purchase this set? Month: \_\_\_\_\_ Year: \_\_\_\_\_

**Step 3** List below what part is defective. Please refer to your Assembly Instructions for part #'s. Contact your dealer to help you with part numbers and descriptions.

Part #	Qty	Description of Part	Type of Defect

**Step 4** Take pictures:

- a. Take a picture of the entire play set including the immediate surrounding area.
- b. Take a picture of the entire defective part.
- c. Take a close-up picture of the defect.

**Step 5** Make a copy of the sales receipt showing you as the original purchaser.

**Step 6** Present this form, pictures, and the copy of your receipt to your authorized local dealer.

**Step 7** Review with your dealer their terms and conditions related to warranty service.

**Step 8** Your dealer will review your claim to verify if it qualifies with Backyard Adventures Warranty.

**Step 9** If your product is defective your dealer will provide you with a replacement part. In the event The needed part is not in stock your dealer will order the part from Backyard Adventures for you. Backyard Adventures will fabricate or pull from stock your part and ship it to your dealer within a reasonable time. Freight charges incurred are the consumer's responsibility.

**Step 10** **If you are unable to resolve your claim with your dealer** contact Backyard Adventures Specialty Customer Service Department at 1-800-345-1491 ext. 131.