

# Warranty Info

INTERNATIONAL E-Z UP®, INC. manufacturer of the E-Z UP® Instant Shelter® warrants to the original retail purchaser who provides a dated sales receipt, each part of the E-Z UP® Instant Shelter® to be free from defects in material or workmanship for a period of ONE to FIVE years (depending on the model) after the date of original purchase. This warranty applies only for normal and expected uses, as determined by the manufacturer. INTERNATIONAL E-Z UP®, INC.'s obligation and liability under this warranty is limited to the repair or replacement (at its option) of the product or its parts, after its own review and examination.

**WARRANTY RETURN ADVISORY** — Before returning any part or product to INTERNATIONAL E-Z UP®, INC. or its designated representative, please contact us to obtain specific warranty return shipping instructions. All shipping costs must be prepaid, and INTERNATIONAL E-Z UP®, INC. is not responsible for products damaged in transit.

**CONDITIONS** — This warranty shall be void as to any product which has been altered or modified in any manner. This warranty does not apply to damages caused by wind, rain, or other forces of nature, nor to accidental or deliberated damage of the product, nor to use of the product that does not conform with the product instructions. This express warranty is provided in lieu of all other warranties, expressed or implied.

**WARRANTY IS NOT VALID IF PRODUCT NOT PURCHASED FROM AUTHORIZED E-Z UP® SELLER.**



## WARRANTY CLAIM FORM

**THE PREMIER SOURCE FOR E-ZUP PRODUCTS & SERVICES**

Please complete this form entirely. All information is required to process your claim.

### PERSONAL INFORMATION

Name:		
Address:		
City:	State:	Zip Code:
Home Phone:	Work Phone:	E-mail:

### PRODUCT INFORMATION

**E-Z UP Model Number:**  
(alphanumeric number located near the top of the leg)

<input type="checkbox"/> Bungalow	<input type="checkbox"/> Dome II	<input type="checkbox"/> Eclipse II	<input type="checkbox"/> Enterprise II
<input type="checkbox"/> Escort	<input type="checkbox"/> Express II	<input type="checkbox"/> HUB	<input type="checkbox"/> Hut II
<input type="checkbox"/> Jamboree	<input type="checkbox"/> New Pyramid II	<input type="checkbox"/> P.O.P. II	<input type="checkbox"/> Pagoda
<input type="checkbox"/> POP Lite	<input type="checkbox"/> Pyramid II	<input type="checkbox"/> Quest	<input type="checkbox"/> Regency
<input type="checkbox"/> Sierra II	<input type="checkbox"/> Speed Shelter II	<input type="checkbox"/> Sprint	<input type="checkbox"/> Vantage
<input type="checkbox"/> Vista	<input type="checkbox"/> Vista Sport	<input type="checkbox"/> Vue	

Canopy Top Color:	Frame Color:
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Describe the broken part(s) and how it happened:

Torn Fabric?  Roller Bag  Sidewalls  Railskirt  Top  Other:

About how many days have you used your shelter in the past year?

How long do you normally keep the shelter up at one time?

All warranty claims must be submitted with valid proof of purchase\* (purchase receipt, order invoice, bank/credit card statement, etc.) by fax, email, or by mailing a copy of your purchase receipt with this warranty claim form to:

\* Your product may no longer be under warranty if purchased more than 2 years ago and will NOT be approved without proof of purchase.

**E-mail to:** Warranty1@ezupdirect.com  
**Fax to:** (951) 779-7948  
**Mail to:** E-Z UP Direct  
 Warranty Department  
 1900 Second Street  
 Norco, CA 92860

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.