

Warranty Information

You may find answers to your questions here

Lifetime strives to make products that stand up to the wear and tear of your active lifestyle. You can trust Lifetime products because of the way we design, build, and test them. We make products that are simple to own and easy to maintain. This all adds up to un-matched value on products you can count on time after time.

Lifetime offers a comprehensive warranty on all of our parts and products. This warranty covers any manufacturing defect for varying durations of time. Please refer to the factory label, your instruction manual, or warranty card to find warranty details.

WARRANTY INFORMATION FOR U.S.A. AND CANADA

Please retain a copy of your dated sales receipt for this product in order to submit a warranty claim.

To file a warranty claim, please take multiple photographs (film if by land mail, or digital if by e-mail) showing the damage to your Lifetime product from various angles, for us to conduct a proper assessment of your warranty claim.

If your claim is for a Basketball System, please take a minimum of three pictures: entire system view, front of rim view, and back-side of the backboard where the rim connects.

Please write a brief description explaining how the damage occurred to the product, along with your phone number and complete shipping address. Include printed photographs and a copy of your dated sales receipt, and mail to this address:

Lifetime Products, Inc.
Attn: Warranty Claims
P.O. Box 160010
Freeport Center, Bldg. D-11
Clearfield, Utah 84016-0010
USA

If you wish to send your claim via email, please write your claim summary in the body of the email, attach digital photographs (reduced to a reasonable file size, or in a ZIP archive if possible), and attach scanned images of your dated sales receipt (also reduced to an appropriate file size, if possible). Please be aware the maximum email size we may receive (including the message and all attached files) may not exceed Four Megabytes (4MB).

International Warranties Where Applicable

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All warranty claims must be accompanied by a sales receipt. Report product defects in writing to your regional sales support representative. Please include your dated sales receipt and photographs of damaged parts.

P.O. Box 160010
Freeport Center, Bldg. D-12
Clearfield, Utah 84106-0010
(Certified mail is recommended)

For additional warranty information or to answer any questions please contact us:

By Email: warrantyclaims@lifetime.com

By Telephone: 800-225-3865

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.