

CUSTOMER REPAIR REQUEST

Date: _____

E-Mail: _____

Name: _____

Please mail completed form along with the item(s) you would like repaired to:

Shipping Address: _____

(No PO Box) _____

City, State, Zip: _____

Daytime Phone: _____

**KELTY
WARRANTY
1510 NELSON RD, UNIT D
LONGMONT, CO 80501**

PRODUCT INFORMATION—Item(s) you are returning (Check all that apply):

Tent Body Tent Fly Tent Poles Sleeping Bag Packs Furniture KIDS

Model Name:

Style Model Number:

Year Purchased:

REASON FOR RETURN—Check all that apply.

MISC REPAIR

- Zipper failure
- Zipper slider not working
- Zipper Teeth Broken
- Delaminating
- Poor stitching/ Seam Splitting
- Tear / Patch area
- Leaks through Seam
- Leaks through floor/wall material
- Broken/Missing hardware
- Grommet torn/missing
- Snap torn/missing
- Retrofit/Change buckles
- Female-end Buckle Broken (email for replacement male end buckles)
- Replace/Restitch pole sleeve
- Replace mesh
- Replace panel
- Tight pitch
- Fabric leaks
- UV degradation
- Torn Shoulder Strap/waistbelt
- Plastic Broken
- OTHER

POLES/FRAMES:

- Sharp break, crack, or split, please list # of sections damaged _____
- Bent sections
- Slack/ Broken shock cord
- Broken Ferrule
- Poles too long (by how many inches: _____)*
- Poles too short (by how many inches: _____)
- No-Pinch Hinge Broken
- Slipping Torso Adjustment
- Lost loft/bag is flat
- Insufficient warmth
- Down is leaking
- Frame Broken (circle one: Top section, bottom section, middle section)
- Left Foot Brake Broken
- Right Foot Brake Broken
- Hand Brake Broken
- Stroller Alignment/Tracking
- Webbing Deterioration
- Hand Grips Torn/Worn

If you marked "Other", please explain your reason for return. Please send only the items in need of repair and remove all others (tent stakes, tent body/fly, tent poles, etc.) Repairs during peak season may take 3-6 weeks. All items being sent for repair must be clean.

Items deemed insufficiently clean will be returned to the customer before being repaired.