

Warranty

KWIK TEK OFFERS A LIMITED WARRANTY ON ALL PRODUCTS

Inflatables: 1 year from date of purchase.

Yukon Charlies Products: 1 season for recreational use

Snow Products: 90 days from date of purchase.

All Other Products: 1 year from date of purchase.

** Kwik Tek warranties products only within the US & Canada. For warranty issues outside of the US & Canada, please contact your seller.*

To download a Warranty Claims Form, please click button below

WARRANTY

If your product is still under warranty, please email the following to warranty@kwiktek.com

- UPS Shipping Address: (We do not ship via the postal service so this must be a physical address.)
- Best Daytime Phone Number:
- E-Mail Address:
- Product Model Number #
- Inflatable Product Batch Number # (Printed next to the valve or on the warranty hangtag sewn to the cover on the underside of the valve flap, or near the valve.)
- Description of the Problem (Please indicate the location of the problem- cover, main tube, backrest tube, etc.)
- Date of Purchase / Sales Receipt
- Proof of Purchase: Please scan and attach sales receipt. **WARRANTIES CANNOT BE PROCESSED WITHOUT A RECEIPT**
- Photo of the Defect: Please attach a photo
- **We are unable to warranty a product without all pertinent information listed above.*

THE KWIK TEK WARRANTY DOES NOT COVER:

- *Products without the KT Stamp, Kwik Tek Warranty Label, or Kwik Tek embossing on them*
- *Failures caused by over-inflation and under-inflation*
- *Snags, tears, cuts and punctures obtained during normal use*
- *Fading from exposure to sunlight or weathering*
- *Misuse, abuse and neglect*
- *Improper storage*

Please allow 1-7 business days from the receipt of the completed form for your warranty to be processed. If a replacement is ordered, normally shipping time is an additional 5 to 7 business days. If information is missing from a form, it will cause a delay in processing while we request additional information from you. We will respond via e-mail with our disposition relative to your claim. If a replacement is given, you will receive an e-mail with the UPS tracking number at the time the replacement is shipped. We do not issue refunds, we will replace the defective item only. If you are requesting a refund please contact the place of purchase. We may require you to send the damaged item or a part from the item. There is no charge for regular shipping. If you would like expedited shipping you will need to provide a Visa or MasterCard and expiration date. UPS Second Day Air is \$50, UPS Overnight is \$100.

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.