



< Home

Warranty Claim

Thank you for purchasing a ShelterLogic product. We provide several different options to service your warranty needs.

1 Year For Fabric and Framework

- ShelterLogic warrants to the original purchaser that the product and all parts are free from manufacturer's defects for a period of 1 year for fabric and framework.
- Warranty period is determined by date of shipment from ShelterLogic Corp. for factory direct purchases or date of purchase from an authorized reseller. Please save a copy of your purchase receipt.
- If this product or any associated parts are found to be defective or missing within 30 days of receipt, Shelterlogic will repair or replace, at it's option, the defective parts at no charge. Repaired or replacement parts shall be covered for the remainder of the original limited warranty period.
- In order to process your claim, please upload a copy of your receipt along with AT LEAST 2 photos of the product in the form below.
- Parts and replacements will be sent via FedEx Ground. If you purchased from a local dealer, all claims must have a copy of original receipt.
- If a warranty claim is made after 30 days after purchase for missing or defective parts, the consumer is responsible for costs of parts and shipping.

What is not covered by this limited warranty:

- Damage that occurs during shipping.
- Shelter that has been subjected to abuse, accident, alteration, modification, tampering, vandalism, negligence, misuse, abrasive contact, faulty installation, lack of reasonable care or if affixed to any attachment not provided with the shelter.
- Damage to the contents of shelter, any person or property is excluded.
- Normal and foreseeable wear and tear.
- Wear of fabric due to improper installation of cover & doors.
- Damage that occurs due to acts of nature, ie. hurricane, tornado, wind, flood, snow, wind driven debris, etc.
- Third party labor or installation fees of any kind are not recoverable under the warranty.
- Customer is responsible for all zoning issues and permits if required.
- Product not installed according to instructions provided.

Questions?

USA Customer Service: 1-800-932-9344

Canada Customer Service: 1-800-559-6175

International: 001-860-945-6442

Please allow 10-14 business days to process your warranty claim.

To prevent any delays in processing your warranty. Please refrain from placing duplicate warranty claims.

To request a Warranty Claim Form, please fill in the form below or call 1-800-932-9344 and one of our customer service representatives will be able to assist you.

PERSONAL INFORMATION**First Name *****Last Name *****Street Address *****Address Line 2****City *****States /Provinces *****Zip/Postal Code *****Countries *****Phone Number *****Email Address *** Sign up for ShelterLogic email alerts on special offers, new products and more.**PRODUCT INFORMATION****Product Model #****Product Category****Type of Anchors****Purchase Location****If you chose "Other", please explain below****Date of Purchase****Date of Incident****Order Number****What would you like to claim under your warranty?**

- Cover
- Zippered Doors
- Back Panel

