

**Warranty Claim Form**

|  |  |  |  |
| --- | --- | --- | --- |
| **Claim Date** |  | **Your Name** |  |
| **Date of Purchase**  |  | **Furniture Ship to Address** |  |
| **Dealer Name** |  |
| **Dealer Address** |  | **Furniture Bill to Address for Shipping Charges**  |  |
| **Dealer Invoice # or Order #** |  | **Your Email Address** |  |
| **Are you the original Owner/ Buyer?** |  | **Your Phone #** |  |
|  **Reason for Claim** |  | **Have you claimed****these items before?** |  |
|  | **If yes, under what name was claim filed?** |  |

**Please list the damaged items. Item numbers can be found at www.breezesta.com**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Breezesta item #** | **Product Description** | **Color** | **QTY** | **Description of Problem (See next page)** |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

We apologize for any inconvenience and want to resolve the situation.

In order for your claim to be processed, please include the following items with this claim form:

1. **Photos of the Damaged Item(s). Include depiction of entire furniture item in order to determine the correct design version and close up of damaged area.**
2. **Copy of Dealer’s Original Invoice/ Receipt**
3. **Photos of the Inspection Sticker, if available.**

Incomplete information will either prevent claim processing or cause a delay in processing your claim.

**Shipping charges will be applied to approved claims and must be paid in order for the warranty replacement order to be placed.** Please submit this completed form with the documentation listed above to: **CLUwarranty@keter.com.**

We apologize for the inconvenience and look forward to servicing you! Thank you.

Breezesta Warranty Department

**Guide to Description of Problem**

Our warranty policy, based on our sole judgement, is to repair or replace furniture. For most claim issues, we send parts for repair. Parts are always more expedient and typically easier to assemble than an entire furniture item. Please help us correctly identify the problem to ensure the right part(s) is ordered for you.

In the furniture industry, left and right arms and legs are identified as you are facing the furniture, not as you sit in it. Please provide a photo so we can confirm left or right. Be specific as to the location of the damage on the furniture. If you have a copy of the installation instructions, reference the part name. Otherwise, the terms below and an example of the Shoreline Adirondack Rocker parts are included here for guidance in part identification.

* Arms: Left arm; right arm; under arm support.
* Leg: Front or back leg; right or left leg; all legs; rocker leg.
* Back: Back frame; left side frame; right side frame; back slats; back assembly.
* Seat: Seat frame; seat slats; seat assembly; base assembly.
* Spreader: A poly lumber piece added for support to connect each side or legs.
* Table: Tabletop; table base spreader; end rail such as a perpendicular piece on a tabletop
* Joint: Where 2 poly pieces are joined/ held together (For example: a crack at joint)
* Hardware: Seat slings; swivel mechanism; screws; bolts; propel nuts.

 

