



Customer Repair Request

Name: _____

Address: _____
(Number and Street)

We only use
FedEx –no
P.O. Boxes _____
(Building, Suite, Apt.)

(City, State, Zip)

Phone: () - _____

Email: _____

PLEASE CIRCLE BRAND:
KELTY SIERRA DESIGNS
SLUMBERJACK ULTIMATE DIRECTION

**ARP Warranty Department
1510 Nelson Rd. - Unit D
Longmont, CO 80501**

****FOR RIDGEWAY BY KELTY**
PLEASE CALL 800-325-4121**

****Please send only the items needed for repair. Repairs during peak season may take 4-6 weeks. All items sent for repair must be clean, including sleeping bags and tents. Dirty items will be returned to the customer for cleaning prior to repair. We strongly recommend shipping items with tracking and/or insurance. ****

Product Information: Circle all that apply.

Tent Body Tent Fly Poles Sleeping Bag Clothing Pack Other _____
(Please list)

Model Name: _____ Style Number: _____ Year: _____
(Example: Gunnison 2.1) (Example: 40106102)

Style numbers can be found on product tag that is sewn into tents, flies, packs, and garments.

****Please note, if the item is deemed not repairable and/or a replacement item is sent to you, the original item will NOT be returned to you. If you would like it back, please let us know:

Reason for Return: Circle all that apply.

Please note that all items sent in for Warranty evaluation may be subject to a repair charge.

Please mark damage with masking tape, NOT duct tape, and please make sure item is clean.

- Zipper failure
- Delaminating
- Stitching/seam issue
- Patch needed
- Broken/missing hardware
- Broken buckle(s)
- Tight pitch (send in body, fly and poles)
- Fabric leaks
- Seam leaks
- Down/insulation leak
- Drawstring pulled out
- Insufficient warmth
- Lack of breathability/DWR failure
- UV degradation

- Velcro issue
- Broken/bent poles (please mark damage with masking tape)
- Missing pole tip(s)
- Missing pole section(s)
- Slack/broken shock cord
- Broken frame
- Other (please explain): _____
- _____
- _____
- _____

Limited Lifetime Warranty

ARP takes pride in the quality of our products and guarantees that the materials and workmanship will be free from defects for the life of the product (with the exception of furniture, sleeping pads and air beds, which have a one-year limited warranty). This is limited to original owners.

This warranty supersedes any other warranty and is subject to the following conditions and limitations:

Since no ARP product is indestructible, ARP'S warranty does not cover defects attributable to or resulting from normal wear and tear (i.e.: exhausted zippers), natural hazard damage (i.e.: weather, animals, ultraviolet [UV] damage on tents), abuse or alteration.