



## Steps to file a Warranty Request

1. Download Warranty claim form.
2. Fill out the claim form and attach a copy of your receipt.
3. Fax claim sheet to 972-422-5645 or email to [service@bazoongi.com](mailto:service@bazoongi.com)
4. Allow up to 72 hours to process the claim.
5. Claim is validated by YJ USA and Return Authorization issued along with RMA# assigned to each claim. Customer will then be contacted for shipping return instructions.
6. Customer will then send defective part to the address below (buyer responsible for shipping charges to return product:

### **BAZOONGI® Warranty Claims**

**Attn: (insert your R/A number here)**

**3970 Lindbergh Drive**

**Addison, TX 75001**

7. Allow up to 1 week for the claims department to process the product.
8. Bazoongi Kids will ship the new product or replacement part out once the damaged/defect item has been received to back to our warehouse.
9. Allow up to 10 days for part to be return.

### Warranty Claim Procedure

A valid Return Authorization Number (R/A) is required. YJ USA d.b.a. Bazoongi® will assign a R/A to you based on the information you provide on the warranty claim form. YJ USA d.b.a. Bazoongi® does not accept shipments without a valid R/A number.

The part that is the subject of your claim must be packaged in a single box, strong enough to withstand the stress of shipping. YJ USA d.b.a Bazoongi® will not accept multiple boxes, partial shipments, opened or damaged boxes. Include a copy of your warranty claim form and copy of original sales receipt inside the box to help identify the claim should the shipping label become damaged in transit. Ship the package freight prepaid to the following address. YJ USA will not accept C.O.D.

Bazoongi is a registered trademark of YJ USA, Corp.



## Warranty Claims Form

Attach a copy of receipt here

Name \_\_\_\_\_

Street \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_

Phone(cell) \_\_\_\_\_

E-mail \_\_\_\_\_

Product Name \_\_\_\_\_

Purchased From  
(Retailer) \_\_\_\_\_

Date of Purchase \_\_\_\_\_

Damaged Items/Parts Mark with "X"

Playstructure Poles \_\_\_\_\_

Playstructure Fabric body \_\_\_\_\_

Plastic Connectors \_\_\_\_\_

All other parts \_\_\_\_\_ Please specify \_\_\_\_\_

Please explain in detail the defects on the parts you are claiming and how they were damaged.

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Please mark the damage with chalk, string or colored tape. The information requested is to assist in processing your warranty claim only and will not be sold.