

Woodplay Warranty Claim Process

Thanks for inquiring about the warranty process. We are sorry to hear you are having problems with your Woodplay set. Per the manufacturer you will need to contact them directly to start a warranty claim. Please follow the steps below to start your claim.

Follow these steps below:

1. You will need your original invoice. If you don't have it please request and we can send to you.
2. Warranties are specific to the year you purchased your set so please select the correct year and review the specifics of your warranty. You can review at this site: [Warranty By Year](#)
3. You will need to complete the warranty form which can be found at: [Woodplay Warranty Form](#)
4. To complete the form, you will need to access the product manual for your playset model. Manual can be found by clicking here: [Product Manuals](#)
5. To process your claim you will need to send the original invoice, the warranty form, a picture of the set and then pictures of the parts you are requesting replaced.
6. Submit this information to the following email: playgroundcs@escaladesports.com

If you have additional questions, please use the contact information below:

Mail:

Woodplay Playsets
Po Box 889
Evansville, IN 47706

Phone:

1-800-GO-SWING (1-800-467-9464)