



Return Policy

100% Satisfaction Guaranteed

As part of The E-Z UP Experience, our commitment is to provide superior products. We will make it right if you are not completely satisfied with your E-Z UP purchase. You can return your product for a replacement or refund ninety (90) days after date of delivery.

Please note: personalized ("custom") products created and delivered by E-Z UP in consultation with you as a customer are expressly excluded from the above-mentioned right of withdrawal!

E-Z UP's guarantee doesn't cover ordinary wear and tear or damage caused by improper use or naturally caused accidents.

If you have received your E-Z UP purchase and it has a manufacturing defect in the materials or workmanship, please visit our [warranty page](#).

Returning Items

Before returning any part or product to INTERNATIONAL E-Z UP®, INC. or its designated representative, please contact us to obtain specific return shipping instructions.

You can return your purchase from E-Z UP by mail, regardless if you made your purchase online or over the phone.

Please retain all product packaging until you're completely satisfied with the condition and performance of your purchase. Please return the product and all packaging together.

Mailing Your Return

Please include your name, email address, proof of purchase, and return authorization (RMA) number. Proof of purchase can be a receipt, packing slip, order confirmation, etc. If you do not have proof of purchase, you are not out of luck, we can help. Please contact us at 877-265-9487.