

Alite's Warranty How-to

1. Please send an email to fixit@alitedesigns.com detailing your problem. We'll get back to you with in 2-3 days, probably sooner.
2. Once you get a confirmation from us via email, package your broken / defective item. For chair frames, you only need to send the metal frame, not the fabric. Please make sure everything is clean. If it's too dirty we won't be able to fix it.
3. Fill out and include this form in the package with your item.
4. Ship item using a trackable shipping method: FEDEX, UPS, or USPS to the following address

Alite Designs / Warranty
744 Alabama Street Suite 1
SF CA 94110

5. We'll keep you up to date on the progress of your claim via email. When the item is on the way back to you, you'll receive an email confirmation with the shipping tracking #.

Alite Designs is not responsible for any items lost or stolen during the shipping process.



Warranty Claim Form

today's date

for multiple items

please write neatly and fill out one form per item. thank you!

Name _____

Phone # _____

Email Address _____

Address _____

Product Name / Style _____

Purchase Date _____

Purchase Location _____

Reason for Warranty Claim _____
