

If you need to send us photos of your playset for a parts replacement or a warranty claim here are a few tips for taking the photos so we may process your request more quickly.

1. Take 2 to 3 different wide angle photos showing the entire play set. This helps us to identify your play equipment.



2. Move in closer to the set and take 2 or 3 different angle photos of the component area with item(s) requiring assessment. This is crucial in identifying the correct part(s).



3. Continue to move in as necessary to show detail of item(s) as illustrated by these pairs of photos.



4. Please note so that we may process your request efficiently, we prefer files that are high-quality enough to see details of the issues. Be sure to adjust the quality/resolution on your camera or phone so that it is up to 3MB in one of the following file types: .jpg, .png, .pdf.

Thank you for helping us to help you!

Play Mart Customer Service Team