Canada:150 - 7350 Wilson Ave Delta, BC V4G 1G8
USA: 9320 4th Ave South, Seattle WA 98108
Tel: 1-800-364-5245 **Fax:** 1-800-364-5246

Telesteps Warranty Claim

Telesteps ladders have a one year warranty against manufacturing defects. To start a warranty claim, forward the proof of purchase from an authorized Telesteps retailer along with pictures detailing the claim to info@telesteps.net. Please include a return address and a contact phone number.

After the claim has been established, the ladder will need to be sent prepaid to one of our inspection facilities. The facility will inspect the ladder for manufacturing defects and determine if the claim is valid. On claim approval, a replacement ladder will ship prepaid to the specified return address

Please feel free to contact us if you have any questions or need more clarification.

Customer Service
info@telesteps.net