



Dear Customer

If you feel you have a warranty issue please call **0844 850 4402** to report the problem. If you are advised by one of our members of staff to return the goods you will need a Warranty Returns Reference Number, which we will provide.

You will also need to have the following information:

1. A receipt with proof date of purchase.
2. Full customer details, including name, address, contact telephone number and where the item was purchased from.
3. A good explanation as to the warranty claim. You should also mark with tape, the damaged area of the tent that needs to be inspected.

You can now download the Warranty /Repair Form, fill in and return to us via email, fax or post, (*details are below*).

PLEASE NOTE: Only returns within the twelve month guarantee period will be considered for any warranty repairs.

We cannot except any item back where alternative arrangements have been made with retailers to handle directly any warranty issues.

Tent poles will not be covered by a warranty, poles break and can easily be replaced. Please visit our website, www.tentspares.co.uk for replacement tent poles. If you cannot find the poles you need, please contact us for further advice.

TentSpares Ltd

Units 9, 10, 11 & 17 • Willow Park Business Centre • Stoke Golding • Warwickshire • CV13 6EU

Tel: 0844 850 4402 • Fax: 01455 212 078 • Email: enquiries@tentspares.co.uk

www.tentspares.co.uk

VAT No. 976 8203 80 • Company Registration No. 06965623



WARRANTY ISSUE

REPAIR ORDER

(PLEASE INDICATE WHICH)

RETURNS REF:

COMPANY DETAILS

Company Name:.....

Company Contact:.....

Company Address:

..... Post Code:

Telephone:.....

Email:.....

Company Signature:.....

Date of Claim:.....

CUSTOMER DETAILS

Customer Name:.....

Customer Address:

..... Post Code:

Telephone:.....

Email:.....

PLEASE SEND A COPY OF THE ORIGINAL CUSTOMERS PROOF OF PURCHASE OTHERWISE THE WARRANTY IS INVALID.

ITEM DESCRIPTION

Make:.....

Model:.....

Year:..... Colour:.....

Date when purchased:.....

Date required back by:.....

What area of the tent is damaged?

Poles Inner Flysheet Groundsheet

PLEASE MARK WITH TAPE, THE DAMAGED AREA OF THE TENT THAT NEEDS TO BE INSPECTED.

Please describe the damage:.....

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PLEASE ONLY SEND BACK THE PART OF THE TENT THAT NEEDS TO BE INSPECTED.

**IMPORTANT:
ALL TENTS MUST BE DRY BEFORE BEING RETURNED**

PRIOR TO RETURNING ANY FAULTY GOODS PLEASE CALL TENT SPARES ON 0844 850 4402 SO THAT WE CAN ISSUE A RETURNS REFERENCE NUMBER.

Please identify the damaged areas

FOR OFFICE USE ONLY:.....

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