

## OUTDOOR REVOLUTION GUARANTEE

Outdoor Revolution products are designed and produced to the very highest of manufacturing standards, using the best quality fabrics or components available for each specific model. Rigorous quality control of finished products is in place.

All manufactured products are:

- Quality controlled to be free from minor defects.
- Fit for the purpose that they are intended for.
- Manufactured to a satisfactory quality.

It is important that correct care is taken when opening, erecting, using, and just as importantly, packing away the product. Following these rules will keep your product in reliable working condition for many years. Failure to adhere to these simple guideline may cause unnecessary damage to the product (see formal instructions for handling/erection tips). A repair kit is included with each of our products to help resolve any minor issues.

### THE WARRANTY

The Outdoor Revolution Warranty lasts for twelve months from the original date of purchase; please keep all receipts or copies of any relevant transaction to substantiate the purchase date. This warranty only covers the workmanship, fabric and components. Any faults found within six months of purchase will be investigated by Outdoor Revolution. Faults found outside of the initial six months of purchase will need to be proven by you, the purchaser, in line with current consumer legislation, after the short term right to reject has concluded. **Please note that this warranty requires registration on our website.**

Retailer will not refund a purchase if no fault is found.

The manufacturers warranty does not cover the following:-

- General wear and tear over extended periods of use or, seasonal pitching of the product.
- Accelerated UV damage caused by excessive, long term sun exposure.
- Accidental damage caused by but not exclusive to, human, animal or weather.

- Damage caused by incorrect maintenance of the product.
- Flaws in the fabric caused by excessive use.
- Imperfections and pulls in mesh doors due to wear and tear.
- Water ingress through fabric as a result of accelerated UV degradation due to long term pitch.
- Water ingress through seams caused by excessive abrasion of seams or taped seam.
- Broken zips caused by over tensioning, forcing or snagging.
- Over tensioned/stretched seams coming apart.
- Buckles subjected to undue force or abrasion.
- Lost/popped out eyelets.
- Broken holdalls.
- Pole breakages or tube punctures (where applicable).
- Collateral damage from a pole breakage.
- Condensation, (a natural occurrence, exacerbated by insufficient ventilation opening).
- Consequential damage/loss to property/belongings (either inside or outside of the product) or shortening of holidays.

Outdoor Revolution work very closely with our retail partners to manage all warranty repairs/issues:

Please contact your retailer immediately (even if purchased online) if you feel your Outdoor Revolution product has a genuine warranty issue. The retailer, in turn will raise the issue with ourselves and we will action; with the retailer, according to the nature of the claim.

#### Returning Products

Please ensure the product is clean and dry and as close to its original condition as possible before sending back for checking. Wet or dirty products will not be accepted back for checking/warranty claims.

It is important to note that the Sales Contract between yourself and the retailer you purchased the Outdoor Revolution product from, remains valid throughout any warranty claim and your statutory rights are not affected.

