

OUTDOOR REVOLUTION GUARANTEE

Outdoor Revolution products are designed and produced to the highest manufacturing standards. The best quality fabrics and components available are used for each specific item and rigorous checking of finished products is in place.

All finished products are:-

- Checked for, and are free of minor defects
- Are fit for the purpose/use that they are intended
- Are of a satisfactory quality

It is important that correct care is taken when opening the product, 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 hints and tips on handling/erecting the product). A repair kit is included in the product to help resolve any minor issues.

THE WARRANTY

The Outdoor Revolution Warrant lasts for 12 months from the original date of purchase (please keep all receipts or copies of any relevant transaction to substantiate the purchase date). The warranty only covers workmanship and fabric/components. Any faults found within 6 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 ended.

Retailer will not refund a purchase if no fault is found. Product warranty must be registered **BEFORE** use via www.outdoor-revolution.com and as soon as possible from the date of purchase.

The manufactures warranty does not cover the following:-

- General wear and tear over extended periods of use or, seasonal pitching of the product.

THE WARRANTY (CONTINUED)...

- Accidental damage caused by but not exclusive to, human, animal or weather.
- Flaws in the fabric caused by excessive use.
- Water ingress through fabric as a result of UV degradation.
- 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.
- UV degradation.
- 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.

Please ensure the product is clean and dry and as close to its original condition a 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.

