



TENT Claim Form - Oase Outdoors

Dealer:

Account No.:

Shop:

Address:

Contact person: ..

Phone:

Fax:

Email:

Product information:

Item No.:

Product name:

OA Rep. ref.:

Product year*:

*See label inside inner tent

Consumer information:

Customer name:

Your ref. number:

Date of purchase:

Important information

Please attach copy of proof of purchase/receipt. It is required to assess all warranty claims.

Pictures of fault and damage will help us in the assessment. It often helps to describe or demonstrate a problem by attaching digital pictures of the tent or it's fault.

Fault/damage description (only one tent per claim form):

Please mark the type of fault/damaged part:

Flysheet	Fault in fabric Fault in window Fault in mosquito net Fault in guylines/straps or missing Fault in sewing Fault in zipper Leaking/fault in tape Fault in sewn-in groundsheet
Inners	Fault in fabric Fault in sewing Fault in mosquito net Fault in zipper Fault in suspension
Poles	Broken/split Spring cord snapped Production error, stuck together
Misc.	Apsis groundsheet Pole/Tent bag Missing peg/error with pegs

Tent production color code. Only on Outtex Airtech tents**

** The colour code can be found on the tent bag and the pole bag.

Red Green Blue

Please write short description of the damage:

Please identify the areas of damage on next page. >>

Warranty

- We offer 2 years limited warranty from purchase date on manufacturing faults. We will where possible always attempt a repair and offer spare parts before replacement.
- We do not warrant against failure or damage due to misuse or damage sustained after purchase, or subject to normal wear and tear such as limited or incorrect pitching, poor maintenance, abuse or neglect, using the tent not fit for purpose and alteration of the tent.
- No warranty on display tents.

For detailed information's and examples to assist you in the assessment please see our "Warranty FAQ" available online on Oase Outdoors Dealernet.

Please note: due to Health and Safety at work regulations we require goods to be returned clean, dry and hygienic for inspection and repair. Is the tent dirty or wet it will be returned to the dealer immediately on the expense of the dealer. The general rule is that if it smells, is visibly dirty or wet it will be rejected.

After Sales Service: service@oase-outdoors.dk - Tel. +45 76 70 40 40 - Fax +45 76 70 40 44

Please identify the areas of damage:

Please move the red circles
to the damaged area

