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WARRANTY INFORMATION & USER ADVICE

Thank you for your purchase from Camping World. We hope you enjoy your purchase and the following advice and information is intended to help you get the best use out of your purchase over the coming years

WEATHERING, GENERAL MAINTENANCE AND CARE OF YOUR TENT

At Camping World we are experts at erecting and dismantling tents, but we appreciate that those of you who do not do this every day may find the experience difficult and even daunting – especially with a brand new tent. We recommend that you have a dry run in good weather and in a suitable place when you receive your tent to prevent difficulties on the campsite. Many tents now have pitching instructions and videos available online to help you, and if you have any trouble please feel free to call us for advice.

All tents and tent like structures will need weathering (wetting out) before first use to ensure that they are watertight. This means to allow the structure to get thoroughly wet and fully dry at least once (either naturally or by generous wetting with a hose and allowing the fabric to dry through). This process will allow the material and holes created through the stitching process to pull tight naturally and create watertight seams – this last stage is not possible in the factory manufacturing process and is best practice when buying a new tent.

All tents will need eventual maintenance and prevention is always better than cure. Seam Sealer can be easily applied to seams to give additional waterproofing and will also easily repair small holes. Tenacious Tape is also good for repairing rips, tears and general tent damage on anything from groundsheets to windows.

Zips should be kept clean throughout use. It is common for a badly pitched tent to prevent the smooth running of tent zips – it is important not to force zips as this may cause damage which is not covered under warranty. If you find your zips difficult, take the time to examine how your tent is pitched and correct accordingly.

Tents must be stored dry to prevent mildew and deterioration of materials. A footprint groundsheet keeps the bottom of your tent dry making the tent easier to pack away. If leaving the campsite with a wet or damp tent is unavoidable, ensure that you unpack your tent and dry thoroughly within one day.

Condensation can often be mistaken for water ingress or leakage. Perspiration and breathing in a tent at night can cause the build up of condensation on the inside of your tent – this is natural and can be mostly avoided with adequate ventilation. Breathable fabrics such as polycotton further reduce the chance of condensation build up.

INSURANCE

We recommend that you add your tent to your household contents insurance as a named item of value, as due to their nature tents can be easily damaged by adverse weather conditions and/or bad handling. This is particularly important with larger and more expensive tents.

ONLINE PURCHASE

If you wish to return any purchase made online, then you have 7 days to return it to us for a full refund. Please use the Returns Form available on our website for this purpose, quoting your order number. Carriage or transport costs cannot be refunded.

Please note: any returned items must be in as new, unused and re-saleable condition with packaging intact. For tents specifically we require that they have not been opened, erected or used. As a customer you would not be happy to receive a used tent as new, so we have to sell opened tents as ex-display models at one of our stores at a reduced price. We reserve the right to only offer a partial refund for any used tents in this situation and advise customers who are unsure about their purchase not to remove the tent from its bag.

WARRANTY INFORMATION

All products sold by Camping World are covered by at least one year's warranty against manufacturing faults and/or defects from the date of purchase.

Important Note: no warranty is given to cover either fibreglass, alloy or steel poles. These items are known to be extremely fragile and care should be taken whilst handling to avoid breakage.

All our tents are brand new and boxed as delivered to us by the manufacturer. Occasionally due to the manufacturing process there may be an error with the contents of your tent and/or any of the parts supplied. This is a rare situation, but we recommend a dry run when you receive your tent in case any items have been omitted. If you do find anything you consider to be wrong with your purchase, please do not hesitate to contact us so that we may rectify the problem.

If you believe there is a fault with your tent please notify us immediately so that we may advise you on the problem. In most cases we will ask you to send a picture of the fault to sales@campingworld.co.uk for initial inspection before we decide on a course of action. We may decide to bring your tent in for inspection by one of our tent managers who are approved to represent the manufacturers when dealing with warranty claims. If this is the case please make sure that your tent is clean, dry and able to be inspected.

If a fault is found we may take the following courses of action:

Some minor faults may be sent for repair by an approved agent who will bring your tent to as new condition and will not affect your warranty. All tents sent for repair must be clean, dry and workable.

A replacement may be sent directly to you, or arrangements made for you to collect in store. Please note that it may not always be possible for us to immediately provide a replacement tent as this is subject to available stock.

A full or partial refund may be offered if applicable depending on the situation

Customer liability notice: if no fault or defect is found then the customer will be liable for all carriage costs of the return and inspection. We will not charge for any staff time involved, but the cost of collection and returning the tent must be borne by the customer. To avoid this situation we often ask for pictures of the fault to be sent in before arranging any collection. Please note that any initial conclusion based on the pictures alone cannot be held as binding.

We aim to make the whole camping experience as enjoyable as possible for our customers and have an honest and friendly customer service team always available during working hours to take your call. If you have any problems at all or need any advice please do not hesitate to contact us on: 01252 316 649

THANK YOU FOR SHOPPING AT WWW.CAMPINGWORLD.CO.UK