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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. We have compiled useful advice and information regarding the weathering of new tents, as well as general upkeep, care and maintenance of your purchase. This information can all be found online at [www.campingworld.co.uk](http://www.campingworld.co.uk) under the Info tab. If you are at all unsure about any aspect of your new tent - or the camping experience in general - please look here first for advice or call our experienced staff for help.

It is important to note that whilst all new tents are covered against manufacturing fault for at least 1 year from the date of purchase, user inexperience and/or negligence can easily damage tents. Please follow all instructions carefully, strike tents/awnings in severe weather, only store tents once fully dry and be aware that different ground conditions may require different pegs to pitch your tent securely.

## **INSURANCE**

We strongly recommend that you add your tent to your household insurance as a named item of value. Tents can be easily damaged by adverse weather conditions and/or poor handling. This is particularly important with larger and more expensive tents as negligence or storm damage cannot be claimed as a warranty fault.

## **ONLINE PURCHASE & YOUR RIGHT TO CANCEL UNDER THE DISTANCE SELLING REGULATIONS**

If you wish to return any purchase made online, then under the Distance Selling Regulations you have the right to cancel your purchase for a full refund within 30 days. You must notify us in writing of your intention to cancel within 7 days of receipt of your order. Please use the Returns Form available on our website for this purpose, quoting your order number and details as specified. You are responsible for paying return postage costs. We may arrange a collection from your address for larger items and reserve the right to charge a collection fee of up to £100. Certain carriage and/or transport costs are classified as additional services (i.e. all express postal options above the minimum contractually necessary postage option) and will not be refunded.

If goods have been, or are delivered to you then you have a duty of care as a consumer to take reasonable care of the goods until they are returned to us. Unless expressly notified otherwise, Camping World will always expect goods to be returned at cost to the consumer in the event of any cancellation. Camping World strongly advise that goods returned are sent via a tracked postal method as goods remain the responsibility of the consumer until signed for as received by Camping World.

## **RETURN POLICY**

Camping World's Returns Policy is available online at [www.campingworld.co.uk](http://www.campingworld.co.uk) and may extend the return period from time to time at management discretion. Any extension of the returns policy period will not affect your statutory rights as a consumer. Any cancellation not entered into under the terms of the Distance Selling Regulations or without the 7 period of 'right to cancel' will not be eligible for a refund of contractual postage costs.

## **SUITABLE CONDITION OF RETURNED ITEMS**

Any returned items must be in as new, unused and re-saleable condition with packaging intact. As a consumer you have a duty of care to take reasonable care of goods and we may refuse the return of items damaged through use, action or negligence. All items are inspected before a return is authorised.

**TENTS:** For tents specifically we require that they have not been opened, erected or used. Any opened tents may be refused for return, or 25% of the purchase price deducted from any refund or exchange as they will need to be marked down for sale in store as ex-display.

**BOOTS:** Boots must not be returned in just the retail box – this is part of the overall product for sale and postal damage and/or tape on the box constitutes consumer negligence. Boots returned in this way will either be refused or 25% of the purchase price deducted from any refund or exchange as they will need to be marked down for sale in store without a box. Boots should not show signs of wear – please only try on boots briefly indoors in a clean and dry environment.

## **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. However, no warranty is given to cover fibre-glass, alloy or steel poles damaged through use as these are termed as replaceable items.

All our tents are brand new as delivered to us by the manufacturer. We recommend a dry run when you receive your tent in case any items have been omitted in manufacture. 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](mailto: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. If this is the case please make sure that your tent is clean, dry and able to be inspected or it will be returned to you at your cost.

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
- A replacement may be sent directly to you, or arrangements made for you to collect in store. Subject to available stock
- A full or partial credit 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 is subject to inspection and cannot be held as legally binding.

THANK YOU FOR SHOPPING AT [WWW.CAMPINGWORLD.CO.UK](http://WWW.CAMPINGWORLD.CO.UK)