



Warranty and Policies 12/11/2025

Ohenry Tent Warranty & Customer Care Policy

At Ohenry Productions, we take pride in the quality and craftsmanship of our tents. Every new tent top is carefully inspected and is backed by our **one-year warranty against manufacturing defects**. This warranty is designed to give you confidence in your purchase while also helping you understand how to best care for your tent to ensure long-lasting performance.

What Our Warranty Covers

- **Coverage:** Manufacturing defects in new tent tops, including defective hardware, improperly welded seams, or stitching issues.
 - **Factory Defect Guarantee:** In the rare event of a confirmed defect, Ohenry will cover the shipping cost to and from our facility and repair or replace the affected part.
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What Our Warranty Does Not Cover

Because tents are exposed to outdoor conditions and frequent handling, certain types of wear and tear are considered normal and are **not covered by warranty**. These include, but are not limited to:

- **Pinholes:** Small spots that allow light to pass through but not water, often caused by contact with gravel, rocks, twigs, or asphalt.
- **Abrasions:** Surface wear caused by rubbing during handling, transport, or sliding across the ground.
- **Snags, Tears, and Cuts:** Typically caused by sharp objects, rough handling, or freight damage.
- **Cracking:** Vinyl damage from cold temperatures or wind stress.
- **Rope Burns:** Caused by improper handling during untying, bag removal, or moving the tent before unfolding.
- **Weather-Related Damage:** Damage caused by wind, storms, rain, hail, snow, or other natural elements.

To assist with minor issues, every tent comes with a **patch kit** for quick and easy repair.

Sidewalls – Warranty Exclusion

Sidewalls are considered a **consumable accessory** and are not included under warranty, as normal use leads to ground contact and natural wear (abrasions, cracking, small holes).

Poles, Pipes, and Stakes – Warranty Exclusion

All Ohenry poles, pipes, and stakes are manufactured using high-quality, American-made steel. These components are extremely durable and designed to withstand normal use within the tent industry. However, due to the nature of outdoor installations and the forces placed on these items during setup, takedown, transport, and weather exposure, **poles, pipes, and stakes are not covered under warranty.**

This exclusion includes, but is not limited to:

- Bending or warping caused by wind, improper anchoring, or movement of the tent
- Scratches, abrasions, rust, or cosmetic wear from normal handling or transport
- Damage resulting from incorrect installation, improper storage, or contact with vehicles or heavy equipment
- Shipping-related damage (must be claimed directly with the freight carrier)

Replacement poles, pipes, or stakes can be purchased at any time by contacting our sales team.

Leakage

Our tents are designed to be as watertight as possible; however, due to the nature of tent construction, some minor leakage may occur.

- **Sidewalls:** Because sidewalls are removable by design, wind-driven rain may enter through connection points.
 - **Lace Lines:** Expandable or sectional tents use lace lines with protective flaps, which reduce but cannot completely prevent water seepage.
 - **Expectations:** While Ohenry tents provide excellent protection in most conditions, they should not be considered completely waterproof in heavy or wind-driven rain.
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Shipping & Delivery

We take great care to ensure your tent leaves our facility in excellent condition. However, once your order is picked up by the freight carrier, responsibility for the shipment transfers to the customer or consignee. Ohenry cannot guarantee delivery times or prevent freight-related damage.

Important: You must inspect your shipment at delivery.

Before signing the Bill of Lading (BOL), carefully check all boxes, tops, sidewalls, and poles for damage or missing components.

- **Any visible damage or missing items must be clearly noted on the Bill of Lading before you sign.**
- **Take photos of any damaged boxes, torn packaging, or bent poles at the time of delivery.** Photos provide essential evidence and strengthen any freight claim.
- Ohenry will gladly assist you with the freight claims process, but **we cannot file or support a claim without documented proof of damage on the Bill of Lading at delivery.**
- **Tent poles damaged during shipping must be claimed directly with the freight carrier**, as shipping damage is not covered under warranty.

- If the shipment is signed for without exceptions, the freight carrier considers it delivered in acceptable condition, and **the customer may be responsible for replacement parts or repair costs.**

Pick-Ups From Our Facility

- Customers who pick up their orders directly from the OHenry facility must verify all items before leaving.
- A team member will review your order with you at pickup.
- **By signing the packing list, you confirm that all items listed were received in full and in good condition.**
- Any missing items must be identified prior to leaving the facility; once the order has been signed for, OHenry is not responsible for missing parts.

Exchange & Return Policy

- All sales are final. Returns are only accepted for verified manufacturing defects.
- Exchanges require **digital photographic proof** of the defect.
- Unauthorized returns will be refused.
- Customers are responsible for freight charges on returned or replacement tents.

Custom Orders

Custom tents (special sizes, colors, or materials not listed on our website) are **non-refundable and non-cancelable**. Full payment is required before production begins.

Cancellations

- Orders canceled before shipment may be subject to a **30% restocking fee**.
- Orders cannot be canceled more than 7 days after purchase or after shipping.

Permits & Compliance

OHenry Productions does not provide information regarding city or county tent permits. It is the buyer's responsibility to check and secure all required permits before installation.

Weather Safety

Your safety is our top priority.

- Tents are **not designed as storm shelters**. In high winds, heavy rain, or severe weather, all tents must be evacuated immediately.
 - Failure to evacuate during severe weather may result in tent collapse, which can cause injury.
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Tent Type & Order Verification

We want every customer to feel confident in their purchase. Our sales team will review the features of each tent style with you before finalizing your order:

- **Traditional Pole Tents:** Classic look, tension-style, and must always be securely staked into the ground.
- **Frame Tents:** Open interiors with no center poles. While sometimes anchored with water barrels or blocks, Ohenry strongly recommends staking for maximum safety.
- **High Peak (Mystique) Tents:** Elegant high-peak design with the strength of a tension system. These must also be staked into the ground.

Please initial your selections below:

Tent Type (choose one):

- Traditional Pole Tent
 High Peak (Mystique) Tent
 Frame Tent

Sidewalls (choose one):

- Yes, I am purchasing sidewalls with my tent.
 No, I am not purchasing sidewalls with my tent.

By initialing above, I confirm that the tent type and sidewall options have been explained to me, and I am confident in my selection.

Customer Initials: _____

Important Handling Warning

To protect your investment, please follow these guidelines when handling your tent:

- **Never pull the rope** securing a rolled tent out from underneath the fabric. Doing so can cause a severe “rope burn” that damages the vinyl.
- **Always stand the tent section upright** before untying the securing rope, then carefully unroll for setup.
- **Never drag or spin a rolled tent across the ground.** If the tent must be moved while rolled, lift and carry it, or use a hand truck.

Improper handling can lead to preventable damage not covered by warranty. Exercising care during setup and takedown will greatly extend the life of your tent.

Billing & Chargebacks

By purchasing from Ohenry Productions, the customer acknowledges and agrees that the warranty covers **manufacturing defects only**. Normal wear, handling-related damage (such as pinholes, abrasions, rope burns, or cuts), and weather-related issues are not covered.

Because these types of issues fall outside the scope of warranty coverage, they **do not qualify as grounds for refund, return, or credit card chargeback**. By signing below, you agree not to dispute charges with your credit card company on the basis of damage types specifically excluded from this warranty.

Final Agreement

By signing below, you acknowledge that you have read and understood Ohenry's Warranty & Customer Care Policy, including:

- Coverage of manufacturing defects.
- Exclusions for normal wear and handling-related damage.
- Responsibilities regarding leakage, shipping, returns, cancellations, and weather safety.
- Proper care and handling guidelines.

Customer Signature: _____

Date: _____