



## Warranty and Policies 11/30/18

All new tents are warranted against manufacturing defects. This warranty is for one year. Defects are limited to any defect which is a result of the manufacturing process. This warranty does not imply, or express coverage for any damage done to tents as a result of normal wear and tear, or storm damage. Excluded as well, are pin holes, punctures or abrasions which can and do occur during shipping, storage and handling. Additionally, and specifically, rope burns caused by pulling the center pole rope out from under the tent while the tent is still rolled up in a roll, removing bag while bag rope is under tent, or moving tent before unfolding it will not be covered under this warranty. The proper way to avoid rope burns while untying the tent section, removing the bag, and moving the tent after unfolding and is clearly stated in the "warning" label included with each tent.

### Common damage types and causes which are excluded from warranty

**Pin holes.** **PIN HOLES ARE EXCLUDED FROM WARRANTY!** Pin holes are tiny holes which can only be seen from underneath when tent is installed. They are not large enough to allow leakage of water, but do allow sunlight to shine through the material. Normally these are caused by the tent coming into contact with objects on the ground such as...

- Gravel or rocks
- Grass burrs & twigs
- Asphalt & Concrete
- Freight damage

**Abrasions.** **ABRASIONS ARE EXCLUDED FROM WARRANTY!** Abrasions are caused when any object is allowed to rub against the tent material. Abrasions are commonly caused by...

- Handling the tent section while it is rolled up, and allowing it to move against another surface.
- Loading and unloading the tent section.
- Sliding the open section around on the ground for positioning, or sliding the tent cover onto the frame.
- Rope burns. Pulling a rope out from under a tent section, yanking the bag off while bag rope is pinned under tent section, or moving partially unrolled tent around on the ground, these maneuvers allow the rope to build up friction against the tent material and other surfaces.
- Freight damage

**Snags, Tears and Cuts.** **SNAGS, TEARS, AND CUTS ARE EXCLUDED FROM WARRANTY!** This damage is usually caused by...

- Handling the tent section while it is rolled up, and allowing it to move against another surface.
- Loading and unloading the tent section.
- Moving the unfolded section across a sharp item which is underneath the tent prior to raising tent.
- Tent being punctured by a pole pin or other sharp object.
- Freight damage

**Cracking.** **DAMAGE CAUSED BY CRACKING IS EXCLUDED FROM WARRANTY!** Cracking is caused by...

- The vinyl cracking from excessive cold
- The vinyl cracking from flapping caused by wind.
- The tent or walls being folded for storage during extreme cold

**None of the damage types described above are covered under Ohenry's warranty. HOLES, ABRASIONS, SNAGS, TEARS, OR ANY OTHER TYPE OF DAMAGE TO A PLASTIC AREA OF THE TENT IS NOT COVERED UNDER WARRANTY.**

Our warranty only covers manufacturing defects. All the types of damage described above are the normal result of handling when extreme care is not used to prevent damage. **Each tent comes with a patching kit which is to be used for repairing minor damages such as those described above.**

I have read, understand, and agree to the above terms, conditions, policies, and warranty.

Signed \_\_\_\_\_ Date \_\_\_\_\_

## DEFINITION OF FACTORY DEFECT

Factory defects only apply to defective hardware, improperly welded seams, or stitching.

- Hardware that is broken by excessive force, storm damage or extended use is **NOT FACTORY DEFECTS.**
- Stitched areas that become unstitched by excessive force, storm damage, abrasion on the tent frame or poles, or extended use are **NOT FACTORY DEFECTS.**

## Shipping Liability

Once a shipment has been picked up by the freight carrier, Ohenry Productions has no control over the timely delivery of the shipment, or damages which may occur. Ohenry Productions cannot guarantee that a shipment will be delivered on time as promised by the freight carrier. If your shipment is damaged, please do not sign the shipping papers as being "received in good order". Make a note of the damage on the bill of lading which the truck driver asks you to sign. Also have the driver sign the bill of lading and acknowledge the damage. We will do all we can to assist you if your shipment is damaged. However, if you do not make a note of the damage on the bill of lading, we cannot file a claim for damages.

**\*\*Tent poles can be damaged by the freight company during shipping. Damaged poles are not covered in any way for factory exchange. A claim must be filed with the shipper to collect for damages done to poles.**

## Exchange & Return Policy

All purchases are final. Ohenry Productions does not have a buy back or refund program. Returns can only be made in the event of manufacturing defect, in exchange for a replacement product. Returns shipped back to Ohenry without prior authorization will be refused. Exchange will not be authorized without photographic proof of the alleged defect. The required format for photographic evidence is digital. If defect is deemed by Ohenry to be a non manufacturing defect such as abrasion, pin holes, cuts or tears which are the result of shipping, handling or storage, the product in question will not be approved as a warranty exchange.

Shipping arrangements for returning any tent are the sole responsibility of the customer. Freight charges for shipping the tent back to Ohenry must be prepaid by the customer. Freight charges for replacement tents must be prepaid to Ohenry by the customer before a replacement tent or part can be sent to the customer.

## Required Permits

Ohenry Productions has no knowledge of applicable city or county building or tent permits in your area. It is the buyer's sole responsibility to investigate applicable permit requirements in their area prior to purchasing their tent.

## Leakage

Ohenry tents are as water tight as they can possibly be made. However, a tent by nature does allow some leakage. The side walls are removable by design. This tends to allow water to enter where the walls are connected to tent during windy conditions. Also, sectional or expandable type tents are designed with a lace line which connects the sections together. The lace line is covered by a weather flap, which helps to minimize leakage. However, some leakage can and will occur directly underneath the lace lines.

## Cancellation Policy

All purchases which are canceled prior to being shipped with incur a re-stocking fee. The restocking fee is 30% of the purchase price.

**Custom Order Policy** Ohenry Productions is happy to do custom orders for its customers. A Custom Order is defined as; any size not listed on our web site, or any color combination which requires us to special order materials. Custom orders must be paid for in advance prior to any purchase of materials needed for said custom order. All purchases are final on custom orders and no refunds, returns and/or cancelation will be given on any custom order. **The Warranty & Cancellation Policy does not pertain to or apply to custom orders.**

I have read, understand, and agree to the above terms, conditions, policies, and warranty.

Signed \_\_\_\_\_ Date \_\_\_\_\_



## **Tent Type Verification**

I have discussed and understand the differences between POLE TENTS, FRAME TENTS, and HIGH PEAK (Mystique) Tents with my Ohenry Tents sales person.

I confirm that differences between the three types of tents has been thoroughly explained to me, along with the pros and cons of each type, and I believe that the type of tent I have ordered is best suited for my application. I also understand that ALL three types of tents should be anchored securely with tent stakes. Ohenry does not recommend the use of water barrels, concrete blocks or other weighted objects as anchoring devices.

### **Circle below, what type of tent you are ordering...**

- a) POLE TYPE TENT
- b) FRAME TYPE TENT
- c) HIGH PEAK TENSION TENT (Mystique)

### **Circle below, what type of WALL you are ordering (if you purchase side walls)...**

- a) SOLID WHITE walls
- b) SQUARE window walls (these are standard window walls)
- c) ROUNDED window walls (ROUND window walls are custom, with additional charge)

Signed \_\_\_\_\_ Date \_\_\_\_\_

Your new Ohenry Tent will have the following warning written on a paper which will be clearly visible inside the tent bag under the knot which binds the tent roll together.

# Warning

**Do Not** pull the rope which is tied around this tent out from under the tent when the tent is laying on top of the rope! To do so will cause a "Rope Burn" on the tent fabric which can rub through the fabric, severely damaging the tent. The "rope burn" effect is the same as when you hold a rope tightly in your hand, and the rope is yanked out rapidly from your hand. This would pull the skin off your hand, and the effect is the same on tent fabric!

Stand the tent section UP on its end, then untie the rope which holds the roll together, and then allow the tent section to lay down. Be SURE the rope is free, then unroll the tent section in preparation for unfolding.

**ALSO DO NOT** spin the section around when in a roll, or attempt to slide it across the ground. Both of these actions will do damage to your tent because of the abrasion when the fabric is spun, or moved on the ground. If you need to move the tent section while it is still rolled up, lift it up and carry it, or use a hand truck!

**So, as previously stated in the warranty,**

**None of the damage types described above are covered under Ohenrys warranty. HOLES, ABRASIONS, SNAGS, TEARS, OR ANY OTHER TYPE OF DAMAGE TO A PLASTIC AREA OF THE TENT IS NOT COVERED UNDER WARRANTY.** Our warranty only covers manufacturing defects. All the types of damage described above are the normal result of handling when extreme care is not used to minimize damage. **Each tent comes with a patching kit which is to be used for repairing minor damages such as those described above.**

I have read and understand that **I can expect to see some sort of damage to my tent after installing it,** in the form of abrasions, snags, rope burns or cuts and pinholes as a result of the installation process. I understand that all these damages can be minimized by exercising extreme care, but seldom eliminated entirely. I also understand that none of these probable damages are covered by warranty.

I further agree not to contact my credit card company for a reversal of charges on my credit card based on holes, snags, abrasions, rope burns or any other type of damages as described above.

Signed \_\_\_\_\_ Date \_\_\_\_\_

Quality Pole Tents, Frame Tents & Tension Tents by:  
Ohenry Productions Inc. 3859 Chappel Hill Rd. Waco, TX. 76705 254-714-1103