

## tentree Warranty Request Form

Please fill in the form within 90 days of purchase and email it directly to [warranty@tentree.com](mailto:warranty@tentree.com) together with a photo of the damaged item. Each item will need a separate form unless it is regarding multiple units with the same SKU.

Customer name: \_\_\_\_\_

Order #: \_\_\_\_\_ or Invoice #: \_\_\_\_\_ Order Ship Date (YYMMDD): \_\_\_\_\_

Product SKU: \_\_\_\_\_

Please specify the **full SKU** (style, colour code and size) as per example below:

SKU: TCW1756-0451-S		
STYLE	COLOUR	SIZE
TCW1756	0451	S

Quantity of defective units with this SKU: \_\_\_\_\_

Description of the Defect: \_\_\_\_\_

**Please send a photo of the defect as an attachment.**

## tentree Warranty Policy

In order to be processed by the Warranty Team, all warranty claims must include the following information for each damaged item:

- tentree Warranty Request Form with all the information filled in;
- Photo of the damage to the item.

All warranty claims should be submitted within 90 days of purchase.

**Claims that are missing information on the form, do not have a photo of the damage or that are submitted after the 90 days of warranty will not be eligible for a refund and will be disregarded.**

We encourage customer to donate the item to a good cause in the hopes that someone can still make use of it and keep it out of a landfill.