



## Repair Form

Please print and sign this form. Include it zipped up inside your tent.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Email: \_\_\_\_\_

Phone: \_\_\_\_\_

What is wrong with your tent?

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I understand that I am responsible for all shipping costs involved with this repair, and that most, but not all repairs are free of charge. Blatant misuse of the tent causing damage will be charged for.

The tent **MUST** be clean when shipped. Dirty tents will be returned to the sender without repairs being done.

Silnylon tents can be placed in the washing machine on a gentle cycle. Close all zippers, and remove any long tie out cords. **DO NOT** place tents in washing machines with agitators. Cuben fiber tents should not be washed in a machine.

If you are on a long thru hike and your tent needs to be repaired, we can ship you a loaner tent for a \$200.00 refundable deposit. When you receive the loaner tent, ship your tent to us - **ONLY** the tent. Keep all ridge poles and awning poles. When you receive your tent back, repaired, return the loaner to us within 2 weeks for your refund (minus shipping costs). **IF YOU HOLD ON TO THE LOANER FOR LONGER THAN 2 WEEKS AFTER YOUR TENT IS RETURNED, YOU WILL BE CHARGED A RENTAL FEE OF \$15.00/WEEK.**

Ship to:

LightHeart Gear

10 Ashbrook Meadows

Fletcher, NC 28732

Please email or call if you have any questions.

Sign & date; \_\_\_\_\_