

LightHeart Gear

Repair Form

Ship repairs to:
LightHeart Gear 125 Brickton Dr
Fletcher, NC 28732
828-552-4578

Print and sign this form. Include this form with your item.

Name: _____

Address: _____

Phone: _____

Email: _____

What needs repairing?

All items sent for repair must be Clean! – Tents and other items must be washed before sending in. Dirty items will be returned at the sender cost without repairs being done.

Tents can be placed in the washing machine on a gentle cycle, cold water and mild detergent. Close all zippers, and remove any long tie out cords. DO NOT place tents in washing machines with agitators.

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.

Signature: _____ Date: _____

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.

LightHeart Gear,
125 Brickton Dr, Fletcher, NC 28732
828-552-4578 tents@lightheartgear.com