



Warranty & Returns

Lifetime Warranty

PahaQue stands firmly behind its product lines and consumer value commitment. We offer a limited lifetime warranty to the original owner against defects in workmanship on all products and components; products receiving proper care but failing due to a defect will be fixed or replaced as required at the discretion of PahaQue Wilderness. Other product repairs, due to negligence and/or normal wear-and-tear, can be performed at reasonable cost to the consumer. Damage caused by wind or other acts of Mother Nature, including UV damage and rust, are not covered by warranty. Pole damage due to improper setup is not covered by warranty.

Shipping to PahaQue is not covered by warranty.

Alteration to the item automatically voids the warranty. For more information regarding product warranty, call us toll-free at 888-700-TENT, or you can e-mail us at happytrails@pahaque.com.

Keep the original sales receipt. In all cases, regardless of warranty registration, proof of purchase is required to obtain warranty service or replacement. The warranty is valid for the original retail purchaser only and is not transferable. Whether the item is repaired or replaced is at the discretion of PahaQue.

Return Information

We want you to be completely satisfied with your purchase, therefore our return policy is simple; if you are not pleased with your PahaQue product you may return your product within 30 days of receipt. A refund will be issued, minus a restocking fee of 15%, in the same manner as the order was paid. Returns are not accepted after 30 days. Shipping to PahaQue is not covered by warranty.

*Note: This applies to items purchased directly from PahaQue only.

Please remember to:

1. Before returning an item to us, you must first contact us for a return authorization number. Items arriving without a return authorization number on the package will be returned to you without being opened or inspected.
2. All return shipping charges must be prepaid, we cannot accept COD deliveries.
3. Items being returned for repair must be clean and free of dirt and debris. Items returned to us that have not been cleaned will be returned to you as-is.
4. For your protection, we recommend that you use UPS Ground or Insured Parcel Post for your return shipment.
5. PahaQue Wilderness is not responsible for lost or stolen packages during delivery or once delivered to you.