

TENTPOLE TECHNOLOGIES Terms of Service

How to Send Your Tent Pole in for Repair:

- Print the attached Repair Form and fill it out completely. If you do not have access to a printer, write your contact info on a blank piece of paper, plus a description of the items and desired repairs, etc.
- INCLUDE the Repair Form in the box with your Repair – we need the form to be in the box upon arrival to ensure they do not get lost
- Include valid contact information to ensure fast turnaround times
- Please write clearly – we cannot provide prompt service if your contact information is illegible
- Items sent for repair should be clean and free of odor & debris
- Limit packing materials to reduce waste – Please No Packing Peanuts

Return Shipping Information:

- Standard method of return shipping is the cheaper of USPS or UPS Ground. Expedited Shipping is available.
- The customer will be charged for return shipping and handling for all repair orders, including orders that are returned for declined repairs
- There is no fee to have TPT recycle your poles
- If you would like to provide your own return shipping label for FedEx, UPS, or USPS there will be a packing and handling fee of \$3 per box
- If you would like insurance, you must request it before the order ships
- TPT is not responsible for extra taxes and duties that apply to international return shipping

Rush Fees:

- Rush service is available at the discretion of TPT staff, and rush fees apply
- If you need an item back by a certain date, please note this on the repair form and call ahead

Our Service Commitment:

- We always strive for a factory-finished look, but there are some limitations. We cannot guarantee a perfect color match. We carry many parts, but we do not have access to all specialty or branded parts so in some cases are limited to stock equivalents
- In the event that a mistake is made, we cover all costs to make it right, as long as it's brought to our attention within 30 days of original delivery

Tent Pole Repair Form

PLEASE PRINT THIS FORM &
INCLUDE IN THE BOX WITH YOUR POLES

NAME:

ADDRESS:

CITY:

STATE: ZIP CODE:

PHONE:

EMAIL:



**TentPole
Technologies Inc**

12013 NE 99th St. Suite 1600
Vancouver WA 98682
360-260-9527

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By checking this box I verify I have read
and understand the TERMS OF SERVICE

REPAIR INFORMATION:

TENT MODEL#, NAME, YEAR:	REPAIRS TO BE COMPLETED (OR SPECIAL REQUEST)

Repair Estimate (if given)	I would like an estimate check here <input type="checkbox"/>	Notify me if repair will exceed:	I understand the costs and agree to all charges <input type="checkbox"/>
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NOTE* RETURN SHIPPING IS CALCULATED AND ADDED TO THE REPAIR COST AFTER REPAIR HAS BEEN COMPLETED

INTERNAL USE ONLY (PLEASE DO NOT WRITE IN GRAY BOX)		
DATE RECEIVED:		Notes:
Estimate Req?	Yes No	
Date of Estimate:		
Follow Up:	VM Email	
Follow Up:	VM Email	
	VM Email	
Date Approved:		

The bottom portion of this form will be destroyed after we have charged your card

PAYMENT INFORMATION:

If you do not wish to include credit card info, leave this section blank and we will collect payment later. Please note that this could extend turnaround time. Your card will be charged when the order is ready to ship.

Cardholder Name:

Billing Address:

City:

State: Zip Code:

Card Number:

Expiration Date (mm/yy): CCV (3 or 4 digit)