



WARRANTY

ROBUSTA WARRANTY

The Robusta is our entry level Instant Shelter. We are so confident in the quality of our Robusta Shelter, it comes with a 12 months manufacturers warranty.

- *12 months manufacturers warranty*

Warranty Terms

- *Manufacturers warranty is limited to clear manufacturing faults. It does not cover damage caused from use, weather, storage or transportation.*
- *If damage is caused by use, weather or storage/transportation we will provide a full spare parts list.*
- *Damaged caused to frame from external factors is not covered under warranty, again full parts can be provided*
- *Any tears, rips or zip damages on fabric would be repaired (if deemed to be a warranty claim). At our discretion we may supply new fabric, but in order to minimize wastage a professional repair would be carried out. This takes around 5-7 days to complete.*
- *If fabric damage has been caused by external factors a repair is available subject to a charge.*
- *Spare parts would always be provided in a warranty claim, we would not unless confirmed swap a frame.*

Repair Service

We understand that sometimes clients would prefer us to carry out any repairs. This is possible but must be booked in with your sales representative.

- *We understand our frames are not easy to send, so collection can be arranged with courier at cost*
- *Frame must be packaged correctly and is your responsibility until arriving back to us*
- *We will provide a full quote prior to carrying out any work*
- *All parts included in warranty would be free of charge*
- *Labor will be charged to carry out the repair. This would be quoted prior to work being carried out*
- *Shipping back would be charged at cost*
- *Frames can be dropped at our warehouse, but unless otherwise confirmed and booked beforehand, repairs cannot be completed while you wait.*

