

READ BEFORE USING THE EQUIPMENT

Before using your new tent equipment and accessories, prior to your intended trip, check the equipment to familiarise yourself with the functionality and operation, and to ensure all is present and in satisfactory condition. This should be carried out at the earliest opportunity and in advance of a planned trip, on soft, clear, dry ground (in dry, still conditions), free from stones or other sharp or abrasive objects. Test pitching on an unsuitable surface (ie. concrete, tarmac, paving slabs, or other hard abrasive surface) could result in unnecessary damage or abrasion to the equipment and fabrics, not covered under warranty. Before opening the contents, ensure the area is entirely free from animal / pet hair.

In the unlikely event you notice anything untoward, refrain from using the equipment should a return be required, and please contact us by getting in touch with Customer Services at www.mountainwarehouse.com

Note: Where equipment has been used (ie. slept on, or slept in) for health and hygiene reasons, activates the warranty policy. Please see warranty policy for details.

For full Returns T&C's and Warranty Policies please refer to:
www.mountainwarehouse.com/sellers/slumit/

RETURNS

- Orders must be returned within 60 days of receipt.
- The product(s) must be in their original packaging, with all labels and in original unused condition (ie. not slept on, or not slept in), clean, unsoiled and free from animal hair or dander, as delivered.
 - Returns are free. Please contact Customer Services for a returns label.
This item can not be returned to store.
- Qualifying returns will be inspected and refunded accordingly within 14 days of receipt.
- Under the terms of the Returns policy, returns received that are not in fully resalable condition or show signs of use (ie. slept on, or slept in), soiled or damaged may be may be rejected and returned back at the cost of the sender.
 - Equipment that has been used (ie. slept on, or slept in) for health and hygiene reasons are not returnable. Used equipment remains covered under the terms of the manufacturer's warranty. Please see warranty policy for details. If you have a concern with your equipment please contact us by getting in touch with Customer Services at mountainwarehouse.com

DAMAGED or FAULTY

In the unlikely event an item is damaged or faulty upon arrival, refrain from using the equipment and please contact us by getting in touch with Customer Services at mountainwarehouse.com to allow us opportunity to put it right for you. Please keep all the contents and packaging safe until you have recieved a response from the team.

Equipment that has been used (ie. slept on, or slept in) with a reported problem please contact Customer Services at mountainwarehouse.com providing further details of your concern. Supporting images maybe requested to offer further assistance.

slumit®

BORN 2008

60 DAY RETURNS

Please complete and include in your return to ensure your return can be processed.

Full Name

Email

Full Address

Post Code

Phone Number

Order Number

Product Name

Batch Number (BN)*

*Printed on the end of the delivery box, or on the product label. Starts with a BN.

QTY

Reason for return