

WARRANTY AGREEMENT

The following agreement is applicable to all tents delivered to the Buyer by Gipfel. The warranty agreement is subject to the following Terms and Conditions.

New tents are warranted against manufacturing defects for various periods given below in Point 2. Defects are limited to any defects that are a result of the manufacturing process. This tent warranty does not imply, or express coverage for any damage done to tents as a result of normal wear and tear, or storm damage.

1. RECEIPT OF DEFECTIVE PRODUCT

If you receive a defective product, we will either correct the defect free of cost or if necessary, replace it with a new one provided the product does not show any wear and tear or signs of use. The defective product must be returned immediately upon inspection. A mutually acceptable solution will be discussed depending upon urgency and the then situation. Furthermore Gipfel is only liable for bearing the costs incurred in fixing of defects and not responsible for any other costs arising out of use of defective product.

2. LIMITED WARRANTY

Different parts of tents have different warranty periods. We vouch for a longer life span of Gipfel tents but following are the warranty periods of the various tent components and their respective conditions. For any genuine defect that is reported during this Warranty Period, Gipfel and the Buyer depending upon the nature of defect will decide whether the product could be repaired free of cost or whether it must be replaced. The first choice of action will be repair but if deemed necessary, Gipfel will replace it (subject to conditions given below).

1. **Tent Poles:** Twelve months in case of extensive and/or commercial use and twenty four months in case of personal and/or occasional use.
2. **Tent Outer Rain Fly:** Twelve months against manufacturing defects. The tents are designed to withstand UV rays but a prolonged exposure to sun esp. for community use could lead to an early deterioration of the fabric. This situation must be avoided.
3. **Inner Tent:** Six months against manufacturing defects. Although the tents will not deteriorate soon but a continuous handling of people and friction with the ground could lead to a early wear and tear of the floor fabric of inner tents. It is recommended to instruct the users about being careful handling. Also, prolonged pitching of tent could lead to an earlier loosening of stitched seams around the tent clips, for example when the tent is pitched continuously in the sun for months. Care must be taken.
4. **Ground Sheet (if purchased):** Six months in case of extensive and/or commercial use and twelve months in case of personal and/or occasional use.

Additionally, the warranty will lapse if the product is misused or used in a way it is not supposed to be. Given below are certain examples of such incidents.

1. Improper installation of the tent or mishandling. It is necessary to follow the instructions of use to avoid such circumstances.
2. Use of Crampons inside the tents that could cause the fabric to rip apart.
3. Pitching the tent without the ground sheet could lead to an early wear of the inner tent.
4. Mishandling of poles could cause them to snap.
5. Undue pressure on the tent or collision with rocks.

IMPORTANT: Tent fabrics have a thin coating to make them water repellent. Any action such as rubbing against rocks, or mats could lead to frictional burns and deterioration of the coating. Care must be taken the tent is never dragged against rough surfaces such as rocks. Warranty will lapse in case of such incidents.

Outside of the warranty period, Gipfel is not liable to process problems free of cost. Spare parts could be purchased separately.