

# TENTPOLE TECHNOLOGIES – Terms of Service

## How to send your poles in for repair:

- Print a Repair Form (Page 2 of this form) and fill it out completely. If you do not have access to a printer, write your contact info plus a description of the items sent and desired repairs as requested on a **blank full sheet** of paper
- INCLUDE the Repair Form in the box with your poles!!! We need the form to be in the box upon arrival to ensure they do not go unclaimed
- Include valid/legible contact information to ensure fast turnaround times. We cannot contact you if we cannot read your contact information
- Items sent for repair should be clean and free of odor and debris
- Limit packing materials to reduce waste and shipping fees (we charge a \$5 fee to dispose of styrofoam packing peanuts)
- We recommend PirateShip.com for printing your own shipping labels. You will still need to drop off your package but this will save you time and often a good deal of money. PirateShip.com allows you to see all the rates and select which you would like to use between UPS, FedEx and USPS

## Return Shipping Information:

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

## Rush Fees:

- Rush service is possible. A rush fee will be applied. Same day turnaround is almost never possible due to timing of delivery and shipping
- If you need an item back by a certain date, please note this on the repair form and/or call ahead to discuss costs and timing

## Our Service Commitment:

- We always strive for a factory-finished look and performance, 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 IT IN THE BOX WITH YOUR POLES!!!**

NAME:

ADDRESS:

CITY:

STATE:  ZIP CODE:

PHONE:

EMAIL:



**TentPole Technologies Inc**  
 12013 NE 99<sup>th</sup> St. Suite 1600  
 Vancouver WA 98682  
 360-260-9527

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, DATE NEEDED BY...)	
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"/>

NOTE\* RETURN SHIPPING IS CALCULATED AND ADDED TO THE REPAIR COST AFTER REPAIR HAS BEEN COMPLETED

INTERNAL USE ONLY (PLEASE DO NOT WRITE IN THIS AREA. WE NEED THE SPACE)		
DATE RECEIVED:		Notes:
Estimate Req?	Yes No	
Date of Estimate:		
Follow Up:	VM Email	
Follow Up:	VM Email	
Follow Up:	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)