

Tentco Tents User Guide and Warranty Information

Thank you for choosing Tentco for your outdoor adventures. To ensure the best experience with your new canvas tent, please follow the guidelines below.

Tent Setup and Inspection:

Upon Receipt:

- Check the tent for any manufacturing faults.
- If a fault is detected, return the tent unused to your nearest store within 14 days for a swift replacement.

Tent Conditioning:

Canvas Sealing:

- After confirming that the tent is free from manufacturing faults, wet the tent and allow it to dry.
- Repeat this process 3-4 times to effectively seal the stitching.

Addressing the Leakages:

- In case of persistent leakages on double stitching, you may use beeswax to seal the affected areas.
- Heat the beeswax with a lighter or warm water.
- Dab it on the stitching and rub it in with your finger.

Storage:

- Do not store the tent wet as it may develop mold.
- If you are unable to store it dry at the campsite, open it up again at home and allow it to dry completely.

Return Policy and Warranty Information:

Return Policy:

- Tents must be unused for a return within 14 days.

- Used tents or those beyond the 14-day window will be sent to Tentco for assessment and repairs instead of a direct swap.

Warranty:

- **Zips:** Lifetime warranty.
- **Canvas:** 2 Year warranty.
- **Poles:** Not covered under warranty.
- A valid receipt is required for all warranty claims.