



## **Quick-Set by Clam**

### **Warranty Policy**

#### **WARRANTY**

Quick-Set Tents and accessories warranted to the original retail purchaser (not transferable) to be free from manufacturing defects for one (1) year from the date of the original purchase. Warranty does not cover screen or tent tears, ripped internal grommet tabs, UV degradation to material or broken poles due to high wind, weather conditions or unattended use. The item will be repaired, if applicable, or replaced (manufacturer's option) if found defective within the one (1) year warranty time frame. This warranty does not cover items that were purchased "AS-IS", floor models, open boxed, used, and it is at Clam Outdoors discretion to review items that have been purchased at extreme discounts.

#### **DESIGNED USE OF QUICK-SET SHELTERS**

The Quick-Set line of shelters is made for short-term, occasional use. By design, they are made to be set up quickly when actively being used and taken down quickly when they are not. They are not designed to withstand strong winds or severe weather events, so it is advised to take the shelter down prior to those events occurring. The shelters are a temporary structure and are not meant to be used as a permanent or semi-permanent shelter. Additionally, they are designed to be staked down externally to the metal I-bolt in the center of the wall with the provided tie down ropes and stakes to properly secure the shelter. Any use outside the previously stated scenarios is not how the product was designed, which would not be covered under the warranty policy.

Below are examples of proper uses of Quick-Set shelters:

- Proper – A weekend camping trip where the shelter is being actively used.
- Proper – An escape from the bugs for an evening, with the shelter taken down at the end of the night.
- Proper – A day at the park where the shelter is set up at the beginning of the day, is being actively used, and taken down at the end of the day.

## **USE OUTSIDE INTENDED PRODUCTS DESIGN**

If a shelter is used outside of the manufacturing design of the product, Clam Outdoors is not liable for damage or wear of the product. Damage/wear incurred to the shelter due to use outside of the manufacturer's design, is not covered under warranty. Use outside of the products intended design as stated by Clam Outdoors, the manufacturer, is not advised.

Below are examples of improper uses of Quick-Set shelters:

- Improper – Leaving the shelter set up for weeks or months at a time.
- Improper – Using the shelter as a storage unit to house items that cannot get wet.
- Improper – Leaving the shelter set up next to sleeping quarters overnight where it is not being actively used.
- Improper – Using the shelter to take cover from or leave standing during strong wind or severe weather.

## **UV DEGRADATION**

UV Degradation is the cracking, thinning, or tearing of materials due to exposure to ultraviolet radiation. This can also be seen in the form of color fading from material as the UV light erodes the surface layer of material. Just like any product exposed to the sun's UV rays, Quick-Set shelters are subject to UV Degradation. This is common in outdoor furniture and gear that sees a lot of continued use. It is especially common in areas exposed to more sunlight and in places such as the southern US which are closer to the equator, where sunlight is more direct. UV Degradation is NOT a manufacturing defect, and Quick-Set shelters that have experienced cracking, fading, thinning, or tearing of materials due to UV Degradation will not be replaced under the manufacturing warranty.

### **Tips for Preventing UV Degradation to Your Quick-Set Shelter**

Quick-Set shelters are treated with a 50+ UV Protectant, but we recommend applying a UV Protectant spray such as Nikwax every few months to help combat UV Degradation. This will help slow the process of UV Degradation to the tent's material. Another option would be adding a rain fly accessory over the roof of the shelter, which can be a susceptible location for UV Degradation, for model shelters where a fly is offered. Additionally, using the shelter within the product's intended design will help protect the shelter and increase the product's lifespan.

## **INJURY TO USERS**

Clam Outdoors is not liable for injuries suffered during the use of any Quick-Set products, regardless of weather conditions or any use of the shelter, including injury due to the shelter's roof or walls collapsing, or the unit being displaced. We do not recommend using the shelter in windy or severe weather conditions where the chance of injury is much greater.

## **WARRANTY CLAIM**

To submit a warranty claim, please visit the warranty form on our website and complete the form. Warranties cannot be processed over the phone. You must include a picture of your receipt showing proof of purchase along with pictures showing the area of concern.

Shipping charges to and from Clam Outdoors are the responsibility of the customer.

ONCE USED THIS PRODUCT CANNOT BE RETURNED TO STORE.

**\*\*Warranty cannot be honored without an original, dated receipt \*\***

## **IMPORTANT - PLEASE READ**

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## **LIMITATION OF LIABILITY**

It is expressly understood that Clam Outdoors Inc., liability for its products, whether due to breach of warranty, negligence, strict liability, or otherwise, is limited to the repair of the product as stated above. Clam is not liable for any injury, loss, damage, or expense, whether direct or consequential, including but not limited to loss of use, income, profit, or damage to material arising in connection with the sale, installation, use of, inability to use, or the repair or replacement of Clam products. Clam reserves the right to make alterations or modifications in its products at any time, which in its opinion, may improve the performance and efficiency of the product. Clam shall not be obligated to make such alterations or modifications to products already in service.