TEDS OUTDOOR Warranty
Shipping & Return Policy



TEDS

www.tedsoutdoor.com

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TEDS

Warranty (Rooftop Tent)

Our team is committed to addressing your concerns swiftly, though please be aware that certain warranty claims may require up to 10 business days for a response.

- Duration: 2 years from purchase date.
- Coverage: Replacement of defective parts at no charge, subject to TEDS' discretion. Note: Customers bear installation costs.
- Eligibility: Direct purchases from tedsoutdoor.com or authorized dealers only. Excludes second-hand items. Non-TEDS branded products are covered by their respective manufacturers.
- Limitations: This warranty does not cover UV damage, normal wear and tear, customer-inflicted damage, acts of nature, or aesthetic changes that don't impact functionality. Unauthorized repairs or modifications also void the warranty.
- Warranty service involves repair or replacement at TEDS' discretion.
- Warranty claims require proof of purchase and must be reported within the warranty period.
- Liability for damages or injuries from rooftop tent use is not assumed by TEDS.
- Warranty terms are subject to change without prior notice.
- Shipping costs for warranty service are the purchaser's responsibility.

Warranty (S-Annex & Accessories)

- Duration: 1 year from purchase date.
- Coverage: Replacement of defective items at TEDS' discretion without cost.
- Limitations: Excludes UV damage, wear and tear, customer-induced damage, acts of nature, and purely aesthetic changes. Valid only for direct purchases or through authorized dealers, excluding second-hand items.

Shipping Policy

- Delivery Time: Approximately 30 business days via third-party carriers.

  Delivery time highly depends on your location and whether TEDS has official distributor / dealer within your country. Please contact us beforehand at info@tedsoutdoor.com.

- Address Accuracy: Responsibility lies with the customer to ensure the correct delivery address.
- TEDS is not liable for carrier delays or address-related issues.
- International Orders: Duties and customs fees are the customer's responsibility.
- Damage during shipping must be reported immediately for claim initiation.
- TEDS reserves the right to modify shipping policies.
- Not responsible for delays due to natural disasters or uncontrollable events.

Return & Cancellation

- Custom and special orders are non-returnable.
- Order Cancellation(Rooftop Tent)
    - Before shipping: Cancel via our Contact Us page. refunds may take up to 30 days.
    - If you cancel your order after it was picked up by freight carrier: 15% fee reduction from total refund amount for occured shipping costs.
    - Post-delivery: No refunds or returns.
- Order Cancellation(S-Annex & Accessories):
    - Process via Contact Us page.
    - Refunds up to 30 days post-shipment; shipping costs non-refundable.
    - Return shipping costs borne by the customer.
- Return Process: Contact *info@tedsoutdoor.com* for authorization and instructions.
- Refunds/Exchanges processed upon return and inspection of the item.
- For any queries or assistance with returns, our customer service is readily available.

Please note that warranty & return policies above are subject to change depending on country. For details, please contact us at info@tedsoutdoor.com before order for more details.