

The White Duck Guarantee

At White Duck Outdoors, we're proud of the best-in-class support we provide to our customers. As a team passionate about the outdoors, we ensure the products you receive from us live up to the high expectations of quality craftsmanship, and we offer you the best-in-class product protection available.

What's covered with the White Duck warranty

Our manufacturer's warranty* covers products against defects in materials or workmanship and it starts immediately after delivery. Any product or any component of the product found to be defective will be repaired to working order or replaced with the same or similar model at the discretion of White Duck Outdoors without charge, at our expense (provided the delivery address is in the lower 48 states of the US). Please be sure to keep the original sales receipt and send us a copy if you wish to repair or exchange a purchased good. The customer will be solely responsible for the delivery and shipping charges.

If you think there's a problem with your White Duck product, please contact info@whiteduckoutdoors.com or chat us online as soon as the defect is noticed.

Disclaimer: Defects are limited to those resulting from the manufacturing process or production errors (stitches and waterproofing), and exclude:

- Holes, punctures, ordinary wear & tear
- Damage arising from (but not limited to) mold, mildew, inconsequential spot leakage, ultraviolet exposure, fire/stove/air conditioner use (to limit the likelihood of mold & mildew, we would advise not setting your tent up under trees for an extended period of time, and never storing away your tent when it's wet or damp)
- Other damages that may occur during improper or negligent use/assembly/storage of the product, bad maintenance, use contrary to instructions (not following the proper procedures)
- Damage from repair, modification or alteration by anyone other than White Duck Outdoors
- If the item has been damaged on purpose
- Damage from extreme weather conditions including but not limited to ice, snow, hail, wind, and lightning or any other catastrophic events.

NOTE: Your tent is built from best-in-class materials and boasts a superior construction to tents from almost any other store. However, your tent is not meant to be used as a permanent shelter, left up year-round or left unattended. All of these situations will be

considered "negligent use" and will not be covered under the White Duck Warranty.

If you would like your product to be covered from accidental damage or regular wear and tear, please continue to read below about Extend's warranty options and add this to your product when checking out, if applicable.