

## **FACTORY REPAIR PRICING & GUIDELINES**

We advise that you reach out to your AztecTents Regional Account Manager (RAM) to inquire about your potential need for repair. This individual will be able to guide you through the process of repairing your product and help with getting you a Return Authorization Form and with scheduling transportation to our facility. They will most likely request photos of the damaged product to advise you correctly so you don't send something to repair, and we find out it is not repairable.

### **FREIGHT:**

Any and all freight charges are the responsibility of the customer. In the event a repair is deemed to be covered under the products normal warranty, freight charges will be paid by AztecTents. It is the customers responsibility when returning products for repair that they are packaged securely, to avoid possible damage during transport.

### **CLEANING:**

All products delivered or dropped off to AztecTents for repair or warranty repair shall be thoroughly cleaned and dried prior to its arrival. If you drag a white dress shirt on your tent top and dirt transfers to the shirt, the tent is not clean enough to be put on our production floor. Any cleaning conducted by our staff will be billed at the hourly rate below.

### **INSPECTION:**

AztecTents strongly recommends a preliminary inspection of the product to be able to provide an estimate for the repairs that we see may need to be conducted. Inspection time is a billable item and will be calculated by the square footage of fabric sent for repair. The fee for the inspection will be due regardless if the product is repaired or not. After inspection, your AztecTent service representative will advise you of the estimate to repair and ask for your decision to repair or not. In some circumstances AztecTents will opt to repair the product immediately if the repair is so minor that it would cost more to refold the product, then need to reopen after approval for the actual repair.

### **REPAIR WITHOUT INSPECTION:**

In the event you have a very simple repair (ex a 12" clean cut on a tent top) you may opt to forego the normal inspection process and simply request your product be "repair as indicated". It is critical if you opt for this option, that you mark the location of repair with a piece of masking tape and mark on the outside of the section of fabric "Repair area marked with tape".

### **REFUSAL TO REPAIR:**

In some conditions, AztecTents will refuse to repair an item due to product safety concerns. This is especially important for tension membrane products such as pole supported tents. The refusal to repair will also greatly depend on the condition of the vinyl membrane of the product. As vinyl ages, the plasticizers in the fabric that make it soft and flexible begin to naturally leach from the fabric. As this happens, the fabric becomes more stiff, and eventually can fracture when folded. This condition also severely limits the ability of this product to receive a RF weld to bond new patching materials, to a old membrane.

### **DISPOSAL:**

AztecTents charges for disposal of tent fabric. The fee for disposal is listed below.

**PRICING:** Effective November 1st 2015

**HOURLY CLEANING/REPAIR RATE: \$114/hr**

**INSPECTION FEE: \$0.05/SQFT (minimum of \$20 lot charge if total square footage is less than 400sqft)**

**DISPOSAL FEE: \$0.08/SQFT**

**PARTS & MATERIALS: As used**