



**Return Form**

Include this form with your return and keep a copy for your own records. Write clearly so we will be able to get in contact with you. If we replace the product we will ship it out to you as quickly as we can. If you have any time constraints, please let us know and we will do what we can to accommodate you. If it is a repair situation, we will contact you before any charge is incurred.

**NEMO GUARANTEE**

NEMO puts great effort into choosing the best materials and providing you with the highest level of workmanship. We proudly stand behind everything we make. NEMO products carry a lifetime warranty against defects in workmanship and materials to the original owner, with proof of purchase. Warranted products will be replaced or repaired at NEMO's discretion. NEMO does not warranty products against normal wear and tear, unauthorized modifications or alterations, improper use, improper maintenance, misuse or neglect, or if the product is used for a purpose for which it is not intended. Except as expressly set forth in these terms and conditions, NEMO is not liable for any direct, indirect or consequential damages arising out of or resulting from the use of a NEMO product. The warranties set forth in these terms and conditions are in lieu of all other warranties, express or implied, including without limitation, implied warranties of merchantability or fitness for a particular purpose.

**WHAT IS COVERED UNDER WARRANTY**

All NEMO products carry a lifetime warranty against defects in workmanship and materials to original owner, with proof of purchase. Warranted products will be replaced or repaired at NEMO's discretion. This warranty does not cover normal wear and tear, unauthorized modifications or alterations, improper use, improper maintenance, misuse or neglect, or if the product is used for a purpose for which it is not intended. We will do our very best to make sure you are satisfied with your NEMO product. Our goal is to get you back in the outdoors as quickly as possible.

\*\*\*

**How to Make a Warranty Claim:**

If you are having a problem with your NEMO product, please send it to us for examination and evaluation according to these instructions. Please follow these steps exactly to avoid delays:

1. Call us to obtain a return authorization number (RA#).
2. Fill out the return form with all of your contact information and include it inside the box. Keep a copy for your own records.
3. Please make sure the item(s) is clean and dry.
4. Pack the product in a sturdy cardboard box with plenty of room. Do not pack your return with styrofoam or packing peanuts.
5. Write the **RA#** on the form below AND on the outside of the box.
6. Please use a carrier that can provide tracking for your package. We are not responsible for lost packages.

**RA#:** \_\_\_\_\_

**Contact Information:**

Your Name: \_\_\_\_\_

Street: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Date/Location of Purchase: \_\_\_\_\_



**Please Indicate the Following:**

1. Location of Damage: (please mark problem area with masking tape)
2. Description of Damage: (what happened?)
3. NOTES: (do you need it back for a planned trip?)

**Tent Returns:**

For NEMO tent returns, please fill in your TIN# below (Tent Identification Number). This is located in two places: the inside seam of your stuff sack and next to the warning label inside your tent. The first group of letters and numbers indicate the model and the second group of numbers indicates the year.

Example of a 2010 Losi 2P: LO2-10-027

Example of a 2009 Losi 2P: LO2-09-027

**YOUR TENT TIN#:** \_\_\_\_\_

**Warranty Shipping Policy:**

Charges for shipping and insuring packages to NEMO are the customer's responsibility. NEMO will ship the warranty product back to the customer via ground shipping free of charge within the United States. Customers outside of the U.S. are responsible for all shipping charges. If the customer prefers expedited shipping, he/she will be responsible for the extra cost over and above the cost of ground delivery. Please use a carrier that can provide tracking for your package as NEMO is not responsible for lost packages.

**Refund Policy:**

To receive a full refund on returned items, product must be returned new, with all original packaging, stuff sacks, storage sacks, hangtags, etc. Your credit or refund will be discounted the cost of items we do not receive.

**Warranty Shipping Address:**

**SHIP TO:**

NEMO Equipment, Inc.  
383 Central Avenue  
Dover, NH 03820

**CONTACT INFO:**

Phone: 1 (800) 997-9301  
Email: [journey@nemoequipment.com](mailto:journey@nemoequipment.com)

**HOW TO HAVE YOUR NEMO PRODUCT REPAIRED**

**Repair Policy:**

We work with Rainy Pass for our repair services. If you are looking for repair assistance, you can contact them directly. They have reasonable prices and excellent quality.

**To Contact Rainy Pass:**

Phone: 1 (888) 747-7867  
Email: <mailto:repair@rainypass.com>  
<http://www.rainypass.com>