

MRS Tents After Sales Service

All our Tent products are developed to the very highest standards. Your correct care combined with our high standards of quality will keep your product in good working condition for many years but should an unforeseen problem occur, we will be happy to help.

Repairs

Our Tent Spares and Repairs division specializes in tent repairs and replacement of the parts. If your product is not covered with warranty, we can offer replacement of the tent parts to prolong the life of your tent. These parts include replacement poles, pole sections, bags and spares for all current tent models. For repairs please contact MRS Corporation - Resource Events where you can order new parts or request a repair assistance. When contacting for a repair please provide as much details as possible, including the product description. Please attach photos to the e-mail as opposed to them being inserted within the e-mail.

Warranty

If you purchased your product through one of our retail partners it is important that your Sales Contract (between you and the retailer you purchased your product from) remains valid throughout any warranty claim. If you believe your product is a warranty claim, please initially contact the retailer from whom you purchased the product and they will advise you on the most appropriate course of action. Should your retailer decide that your product needs to be returned to us for inspection they will help you to complete the relevant warranty form. If you purchased your product through resourceevents.co.za then all correspondence should be directed to us. The more details you provide the quicker and more accurate we can be in our response. Products must be checked and therefore reported within the first 7 days of collection/ delivery. Warranty will be extended by one year only. MRS Corporation T/a Resource Events does not warrant 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.

- Standard MRS Tent products - a maximum of 1 years from date of purchase.

Please retain your original receipt because the proof of purchase will be required to validate your warranty claim.

The following damage is not covered by your warranty:

- General wear and tear over extended periods of use.
- Flaws in the fabric caused by excessive wear.
- Water ingress through fabric as a result of UV degradation.
- Water ingress through seams caused by excessive abrasion of seams or seam sealant tape.

- Broken zips caused by forcing, jamming or improper use.
- Over tensioned/stretched seams coming apart.
- Buckles subjected to undue force or abrasion.
- Broken carry/roller bag if they are over loaded, used for carrying other items or used as a toy.
- Any tent pole breakages, these are treated as “fair wear and tear”.
- Collateral damage from a pole breakage.
- UV degradation.
- Condensation, usually caused by lack of ventilation.
- Commercial use by rental companies.

Guarantee

MRS Tent products are designed and manufactured to very precise standards and are covered by our user's warranty.

MRS Corporation T/a Resource Events' warranty covers all manufacturing faults and reserves the right to reject any workmanship fault due to not indicating concealed or buried pipes, cables or any of such, absence of a representative on site to fully inspect and denote Immediate alterations, changes or any practice that could cause further scathe to the buyer's property . Our warranty covers the functionality of the product for its normal intended use as specified on resourceevents.co.za and does not cover poles, malfunction of any fabrics or components that has resulted from improper or unreasonable use or maintenance, accidents, damage due to the excessive winds/weather, improper re-packing or natural degradation due to sunlight. No consequential loss may be claimed under those terms. This guarantee in no way affects your statutory rights. If you believe your product is a warranty claim, either contact the retail partner from whom you purchased the product or contact us directly if bought through resourceevents.co.za. Should the product need to be returned to us for inspection then please contact our sales agents and request the relevant form as this will speed up the return, inspection and warranty process. Please do not return the product to us without following the above procedure as this will most likely result in unnecessary delays and/or rejection of the occurred claim. MRS Tent Warranty lasts for one year from the date of purchase as standard.