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2315 Whirlpool St. Suite 161  
 Niagara Falls, New York  
 USA 14305  
 Tel: 800-567-2434

www.sportzbynapier.com

### Napier Outdoors Return Form

When returning product to Napier Enterprises, include this form in the box. Please make sure your contact information is complete and clearly written. We will contact you if we have questions, or if there will be any repair charges. You may also include any other relevant information that may help us process your return.

**RETURN AUTHORIZATION NO:** \_\_\_\_\_

**Person you spoke with at Napier:** \_\_\_\_\_

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

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

**City:** \_\_\_\_\_

**State/Prov.:** \_\_\_\_\_

**Zip/Postal Code:** \_\_\_\_\_

**Phone No.** \_\_\_\_\_

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

**Product Name:** \_\_\_\_\_

**Model Number:** \_\_\_\_\_

**Place of Purchase:** \_\_\_\_\_

**Date of Purchase:** \_\_\_\_\_

**Problem:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Location of Problem:** \_\_\_\_\_

\_\_\_\_\_

(Please mark problem area with masking tape)

**SHIPPING INFORMATION**

**US RETURNS**

Napier Enterprises  
 Attn: Warranty Dept.  
 840 Areo Drive  
 Buffalo, NY 14228

**CANADIAN RETURNS**

Napier Enterprises  
 4 Nihan Drive Unit 3  
 St. Catharines, ON L2N 1L1

**CONTACT INFORMATION**

905-935-0427  
 800-567-2434  
 Email: customerservice@napieroutdoors.com

**Warranty Policy**

Napier Enterprises offers a one-year warranty for manufacturer defects on Sportz tents. Air Mattress have a 30 day warranty period. Items will be repaired or replaced at discretion of Napier Enterprises. Should a Sportz product be defective by reason of improper workmanship or material during the specified warranty period Napier Enterprises will replace or repair all necessary parts, without charge for parts or labor. Manufacturers defect does not pertain to torn fabric from sharp objects, normal wear and tear, leaking from not sealing the seams or excessive use.

By law anything returned for repair must be washed or clean. If an item is received dirty a cleaning fee will also be charged. Do not use duct tape or other adhesives that will leave residues on the item. Items with duct tape or residue will also be charged a cleaning fee.

**Warranty Shipping Policy**

Charges for shipping to Napier Enterprises are the customer's responsibility. Within the first 90 days of the warranty period, Napier Enterprises will ship for replacement parts free of charge; after the 90 days, the customer is responsible for all shipping costs.

**Fees:**

If items are missing for the returned tent a charge will apply. Below are the charges.

- Carry bag: \$25.00
- Rain Fly: \$20.00
- Accessories (pegs, string, etc.): \$2.00 each
- Pole: \$10.00 each