

Return to Vendor Policy

< >ENO (EAGLES NEST OUTFITTERS)

Basic Policy Information

-Our HangTough Guarantee warrants all ENO products to be in good condition upon receipt, free from defects in materials and workmanship, and protected against normal use for a period of 2-years from the original date of purchase. It covers: cord replacement & knot re-tie, compression strap re-stitch, stuff sack re-stitch, female compression strap buckle, **holes/tears which are under 3" or less caused by manufacturing defects can and will be repaired, NOT REPLACED.** Patches can be sent upon request.
PLEASE SEE BELOW FOR WHAT POLICY DOES NOT COVER

Exceptions

Damage caused by accidents, elements, or improper care: dogs, cigarettes/bonfires, pocketknives, cleats or stilettos. Normal wear and tear, Nothing lasts forever. Breakdown of colors and materials due to UV degradation. You burn when left in the sun for a couple of hours and do does your hammock. After market modifications (new hardware, getting fancy with sewing machines.

Vendor Requirements (Proof of Purchase, Etc.)

Purchase receipt and return receipt

Warranty Links and/or Additional Information

Large tears cannot be re-stitched but may be eligible for warranty replacement if vendor deems it a manufacturing defect.