

# **Tent & Camping Equipment Hire – Courier Returns**

## **Some useful FAQ's .....**

*If you need any advice or guidance please don't hesitate to get in touch, text 0797 290 7029 or call 01480 404030.*

### ***When does my Hire Tent need to be ready for collection?***

It would be great if your Tent &/or Camping Equipment is ready for collection from 10.30am on the last day of your Hire Period.

### ***Do I need to keep my Boxes?***

Yes, please ensure that your tent is returned in the same boxes as delivered with sufficient protection, making sure that they are securely taped with any weak areas reinforced with tape. Bearing in mind that our couriers move parcels quickly and efficiently through busy hubs 😊

### ***How do I get my return labels?***

Your collecting driver will bring your return labels, please let us know as soon as possible if the driver doesn't attach any labels to your boxes at the time of collection.

***Top Tip: Avoid extra courier charges!*** Please ensure that the boxes are packed to the same dimensions as they arrived. Adding extra packing or boxes can result in extra courier charges as we are charged per parcel.

### ***My Tent is Wet or Damp – what do I do?***

Wet or Damp Tent (including Condensation) Please let us know as soon as possible we'll then arrange for our couriers to collect as soon as possible. Once back with us, we'll pitch, dry and pack the Tent away, we charge £25 for this service. It would be great if you could also ensure that your Tent and / Or Camping Equipment is clean and free from mud (please don't apply any cleaning products to tents as this can damage the fabrics) – we also charge a fee for Cleaning Tents and/or equipment. If you need any advice or guidance please don't hesitate to get in touch, please text or call 0797 290 7029. (Please see our taking your tent down tips)

### ***Can I change my collection address?***

Need to change your collection address, perhaps to a work address that's fine, let us know before 9.30am and we can book the collection from your new address.

### ***What time will my tent be collected?***

Our couriers work on an ad hoc system for collections we are therefore unable to specify a time, someone will need to be available all day. Once booked we'll send you your tracking details you can then get in touch with your local DHL depot and they may be able to give you an ETA for the driver.

**If our courier hasn't arrived by 2.30pm on your day of collection,** please give us a call .We may need to call to make sure your local depot has processed the collection correctly.

***Thank you for hiring your Tent & Camping Equipment from us, we look forward to helping plan your next #CampingAdventure. We'd be delighted if you would like to Follow us & Share your experience @ibexcamping you can find us on Twitter, Facebook, Instagram & Google! Many thanks .... The Team @ IBEX Camping***

**Don't forget ...** if you loved your hire tent and would like to buy one we'll deduct your daily Tent Hire Charges from the price of your new tent – Interested in your purchasing your Hire Tent? Give us a call.