

Re: Otter Warranty - WOO10541 by Kelly Neale

Kelly Neale <kellyneale@shaw.ca>

Mon 2/21/2022 2:44 PM

To: Warranty & Returns Department <rma@rhinomade.com>; CustomerService OtterOutdoor <CustomerService@otteroutdoors.com>

Attached is all documents requested, I picked this tent up in December from cabelas in Winnipeg. Please process my warranty. Can you provide a patch kit for this tent?

IN-STORE PICK-UP PERSON

Kelly Neale
2047959711

STORE LOCATION

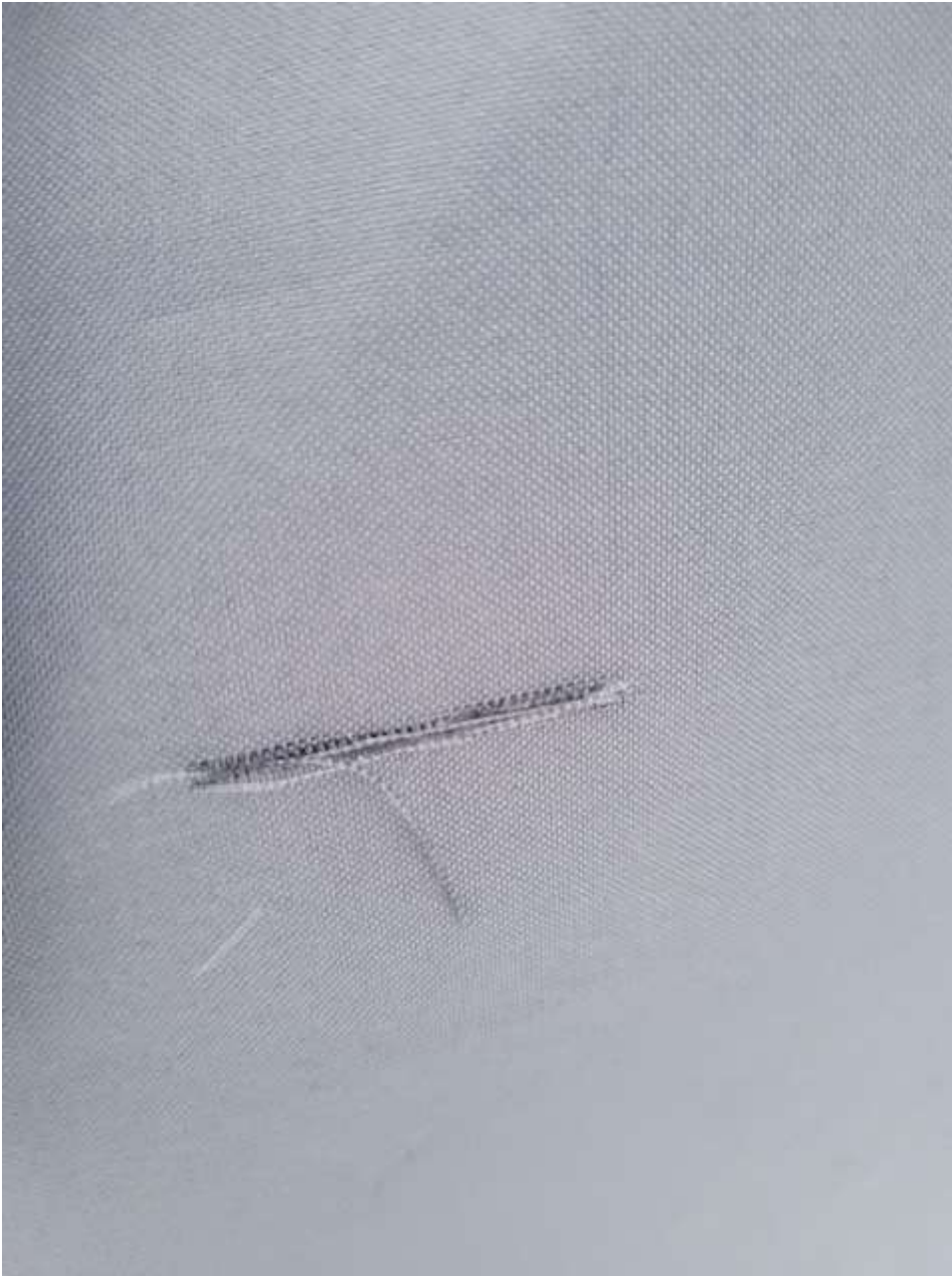
Cabela's Canada Winnipeg store
580 Sterling Lyon Pky.
Winnipeg, R3P 1E9
Manitoba, Canada

In-stock items will arrive at most Cabela's stores between 5 to 8 business days, with orders shipped to Cabela's Barrie and Nanaimo stores requiring up to 12 business days. Items shipped to most Bass Pro Shops locations will arrive in up to two weeks, while orders shipped to Moncton and Halifax Bass Pro Shops locations may require up to three weeks. In all cases, your designated pick-up person will receive a phone call when the order is ready for pick-up. **Pick-up person is required to show photo ID at the time of pick up.**

Items Purchased			
Name	Price	Quantity	Total
Otter® Outdoors Vortex Monster Lodge Thermal Hub Shelter (Otter® Outdoors Vortex Monster Lodge Thermal Hub Shelter)	\$949.99 \$799.99	1	\$799.99
Sub-Total:			\$799.99
Shipping:			\$0.00
GST 5%			\$40.00
PST 7%			\$56.00
Order Total			\$895.99
Gift Card ending *****0519			-\$175.00

Thank you,
Kelly

On Feb 15, 2022, at 12:48 PM, Kelly Neale <kellyneale@shaw.ca> wrote:





I've included the pictures, I bought this from Cabelas last Christmas.

Thank you,
Kelly

On Feb 15, 2022, at 12:04 PM, Warranty & Returns Department
<rma@rhinomade.com> wrote:

WOO10541 by Kelly Neale,

The Otter team reviewed you claim, unfortunately there is no supporting evidence and no proof of your purchase. Please resubmit with actual photos of a manufacturing defect and a copy of your proof of this purchase.

Thank-You,

WARRANTY & RETURNS
411 WEST CONGRESS STREET
MAPLE LAKE, MN 55358
E-MAIL: rma@exploreios.com

All orders will be confirmed with 24 hours, once confirmed orders can not be changed or cancelled.

