

Snow Peak Fabric Quality Statement

PORTLAND, OR - Nov 6, 2024

At Snow Peak, we are committed to providing our customers with the highest-quality outdoor products. We recently became aware of a quality control issue related to some of our tent and shelter fabrics that we want to address openly and transparently.

Recently, it has been brought to our attention that certain tents and shelters exhibit water resistance discrepancy and incorrect fabric type. The fabric behind the mesh panels in some models does not meet the advertised 1800mm water resistance standard. Additionally, some products marketed as featuring ripstop fabric were found to contain polyester fabric instead.

While neither of these issues compromises the overall usability, functionality, or safety of the tents, we understand that the discrepancy between our advertised features and the actual product is concerning. We take full responsibility for this oversight and are committed to rectifying it.

We are evaluating next steps to correct the issue. If you purchased one of these affected products directly from Snow Peak, our team has been in touch via email. For those who made purchases through a retailer such as REI, please contact our customer service team at info@snowpeak.com for further details on remediation support. Snow Peak will update



and we are taking all necessary steps to ensure that this oversight is corrected swiftly. We have implemented additional quality control checks to prevent similar issues in the future and ensure that all Snow Peak products meet our rigorous standards.

We appreciate your understanding and continued support as we work to maintain the quality and integrity central to our brand values.

Products Affected:

- TP-240 Living Shell S
- TP-623-IV Living Shell Ivory
- TP-623R Living Shell
- FES-240 Living Shell S Pro
- TP-635 60th Anniversary Living Shell Ripstop 60th
- FES-090 Land Lock Pro Ivory
- FES-091 Land Lock Pro Red Frame Edition
- FES-671 Land Lock Ivory Red Frame Edition
- PG-270 Perfect Land Lock Pro
- PG-272 Perfect Land Lock
- SD-506 Dock Dome Pro 6
- SD-507IV Dock Dome Pro 6 Ivory
- SD-510 60th Anniversary Dock Dome Pro 6 Ripstop
- SD-632 Land Breeze 2
- SD-634 Land Breeze 4
- SD-636 Land Breeze 6

- SD-641 Land Breeze Pro 1*
- SD-643 Land Breeze Pro 3*
- SD-644 Land Breeze Pro 4*
- SDE-259 Land Nest Dome S
- SDE-260 Land Nest Dome M
- SET-259 Land Nest S Tent Tarp Set
- SET-260 Land Nest M Tent Tarp Set
- SET-925 Entry Pack TS
- TP-450 Spearhead Pro L
- TP-455 Spearhead Pro M
- TP-640 Tasik
- TP-656 65th Anniversary Land Base Pro 6
- TP-656-IV 65th Anniversary Land Base Pro 6 Ivory
- TP-690 Tuga
- TP-700 Sol Pro
- TP-710 Zekka
- TP-720 Fubi
- TP-750 Tortue Light
- TP-781 Living Lodge M
- TP-782 Living Lodge L
- TP-880 Entry 2 Room Elfield
- TP-880R Entry 2 Room Elfield
- TP-920 Mesh Shelter
- TP-920R Mesh Shelter
- TP-925 Mesh Shelter
- TR-001 Field Trailer

*indicates products affected by ripstop discrepancy

REPLACEMENT REQUEST FORM

Product FAQs

What are the specifics of the products impacted?

We identified discrepancies in the water-resistant specifications that are advertised on select products.

Additionally, products labeled with “ripstop” fabric within restricted areas of the tent or shelter have “polyester” fabric instead. They include the fabric behind the mesh paneling, specifically the windows, located on the rainfly.

How did this issue come to light?

User identified issue with lead behind mesh paneling upon which our Quality Control team in Japan identified specification gaps in panels. Following this incident we have conducted a thorough triage of our product portfolio to identify products affected. Specification gap was root cause of this issue and was not identified earlier as field usage indicated that products performed without issue.

Does the labeling mean the product is unsafe to use?

No, you can still use these products as intended. These issues only affect the labeling, not the product's quality or safety.

Am I eligible for a refund or exchange?

Globally Snow Peak is looking to provide replacement rainfly in order to match specifications that meet our standards are at not accepting returns.

How will I be compensated?

We sincerely apologize for the inconvenience and will offer affected customers free rainfly exchanges as soon as they become available. We are currently working with our suppliers to define timelines for when replacement parts will be available. Please look for future releases which clarify this schedule which will be made public over the next 4-6 weeks.

How can I trust future product descriptions on your site or product packaging?

Although we have already triaged these products for further analysis, please know we are implementing stricter quality control measures and reviewing all product descriptions for their accuracy. This includes a quality control committee comprised on directors and above to ensure all processes and specifications are up to the quality standards that we expect from ourselves

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