



Customer Service

Hours: 8:00 AM to 5:00 PM EST, Monday through Friday

Toll Free: 1.800.800.6296

Email: support@kingcanopy.com | Web: www.kingcanopy.com

30-Day Limited Warranty

All Tarpaflex products are guaranteed to be free from defects at the time of purchase. If you receive your order with a fault or defect, PIC America, Ltd. will issue a store credit or replace the defective tarp if we are notified within 30 days from the purchase date. After this time, you assume responsibility for the item and any flaws.

This limited warranty applies only when a product is defective in workmanship or materials. It does not cover damage from improper installation, product misuse, normal wear and tear, wind, rain, snow, ice, fire, or any other natural occurrence.

A photo of the product defect is required by email before any resolution is arranged.

The resolutions of a replacement tarp or store credit are the only remedies available. Refunds are not offered on defective goods.

Tarps received with loose or missing grommets will be remedied with a pack of replacement snap-and-tap grommets. Discretionary tarp replacements may be provided in extreme cases.

PIC America, Ltd. makes no claims as to the life expectancy of a product, nor any claims as to suitability for a particular purpose. The only warranty offered is the 30-day limited warranty detailed here.

Returns

We hope you are happy with your purchase. If you change your mind or have made a purchasing error, you may return the goods within 14 days of the purchase date for a refund of the merchandise. A 25 percent restocking fee is deducted from the total refund.

Returned goods must be brand new, unused, and in their original packaging. All items are inspected on receipt to our warehouse. Items returned in a used or soiled condition will be shipped back to you at your expense, and a refund will not be issued.

Return shipping is the responsibility of the buyer, and any original shipping charges are not refunded. Include a copy of your order details with the return package, or email them to us.

Limitations and Disclaimers

ALL IMPLIED WARRANTIES, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THIRTY (30) DAYS FROM THE DATE OF PURCHASE.

Except as indicated above, this warranty on Tarpaflex-branded products is given by PIC America, Ltd. ("PIC America") in lieu of all other warranties, liabilities, and obligations. PIC AMERICA WILL NOT HAVE OTHER OR GREATER LIABILITY FOR DEFECTS IN THE PRODUCT, NOR WILL PIC AMERICA HAVE ANY LIABILITY FOR INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES OF ANY KIND WHETHER FOR BREACH OF ANY EXPRESS WRITTEN OR ORAL OR IMPLIED WARRANTY ON PRODUCTS, BREACH OF CONTRACT, NEGLIGENCE, MISREPRESENTATION, OR OTHERWISE, AND WHETHER RESULTING IN LOST PROFITS, LOSS OF INVESTMENT OR INTEREST ON INVESTMENT, WORK STOPPAGE, OR OTHERWISE. YOUR EXCLUSIVE REMEDY SHALL BE ENFORCEMENT OF THIS WARRANTY UPON THE TERMS AND CONDITIONS CONTAINED HEREIN. NO REPRESENTATIVE OF PIC AMERICA OR ITS DISTRIBUTORS OR DEALERS IS AUTHORIZED TO MAKE ANY CHANGE OR MODIFICATION TO THIS WARRANTY.

Some states and provinces do not allow the exclusion or limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts, so the above limitations and exclusions may not apply to you. This warranty gives you specific legal rights. You may also have other rights which vary from state to state and province to province.