



30 DAY LIMITED WARRANTY

All of our products are guaranteed to be free from defects at the time of purchase. In the event that you receive your order with a fault or defect, Tarpaflex US LTD will issue a store credit or replace the defective tarp if we are notified within thirty (30) days from the purchase date. After this time, you assume responsibility of the item and any flaws.

This limited warranty is applicable only if defective in workmanship or materials. It does not cover damage due to improper installation, product misuse, wear & tear, wind, rain, snow, ice, fire or any other Act of God.

A picture of the product defect will be required via email prior to arranging the agreed resolution.

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

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

Tarpaflex US LTD makes no claims as to the life expectancy of a product, nor does it make any claims as to the suitability of a product for a particular purpose. The only warranty offered by Tarpaflex US LTD is the 30 day limited warranty detailed herein.

RETURNS

We hope you will be happy with your purchase. However, should you change your mind or have made a purchasing error, you may return the goods to us within 14 days of the purchase date for a refund of the merchandise. A 25% restocking fee will be levied and deducted from the total refund due.

The returned goods must be **brand new, unused and in their original packaging**. All items will be inspected upon receipt to our warehouse and any items that are returned in a used or soiled condition will be shipped back to you at your expense and a refund will not be applied.

The return shipping charge is the responsibility of the buyer and any original shipping charges will not be refunded. A copy of your order details needs to be included with the return package and sent to us at address on the second page or emailed back to us.



WARRANTY CLAIM FORM

THIS FORM MUST BE FILLED OUT COMPLETELY IN ORDER TO PROCESS YOUR CLAIM.

NAME: _____

ADDRESS: _____ CITY: _____

STATE: _____ ZIP: _____ PHONE #: _____ E-MAIL: _____

SALES ORDER #/INVOICE #: _____

Tag Info:

TARPAFLEX ITEM # _____
MFG#: _____ LOT#: _____

Describe the broken product and how it happened:

Date of Purchase: _____

YOU MUST PROVIDE PROOF OF PURCHASE WITH ALL WARRANTY CLAIMS.

Claims may be submitted by e-mail, fax, or mail; which should include this claim form and copy of proof of purchase receipt.

Tarpaflex - 30 day limited warranty - exclusions apply.

E-mail: sales@tarpaflex.com

Mail: PIC America, LTD. / Tarpaflex
Attn: Warranty Department
8009 Purfoy Road
Fuquay Varina, NC 27526

Phone: 1(844) 643-0877

Fax: (919) 552-5069