



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 when and 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 natural occurrences.

You will need to email information@kingcanopy.com. In your email, please send a copy of proof of purchase showing the date of purchase, photos of damage boxes and product, list of missing or damaged items and shipping address to send parts to. Damages from strong winds, snow, ice, or rain are not considered defects. Nor does it apply to damage directly related to abuse, neglect whether accidental or deliberate.

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

Tarps received with 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

If you receive a product that is defective and you wish to return it, please contact our customer service department to receive a return authorization number. All items will be passed through quality control before issuing a credit. You will be contacted upon receipt of your returned merchandise and notified whether your return is accepted or not. If not, you will have the option to receive the product back at your expense.

All returns will require a return authorization number (RA). To obtain an RA, please contact our customer service department at 800.800.6296. All returns must be submitted within 30 days of purchase date, located on receipt. Any returns submitted after 30 days without an RA number will not be accepted. Credit will be issued upon receipt of product and inspected for damages or excessive wear and tear. The full amount of the product will be credited in the form of original payment minus a 25% restocking fee and shipping and handling.