



Return & Warranty Policy

We want you to be fully satisfied with your purchase from Tarp Works™. Below are our guidelines for returns, refunds, and warranties. If you have any questions, please contact us—we're here to help

Returns

- **No Restocking Fee** : Tarp Works does not charge a restocking fee on any returns
- **Return Authorization Required** : Customers must contact sales@tarpworks.com to initiate a return
- **Full Refunds** : Once returned items are received and inspected to be in new and unused condition, we will issue a full refund
- **Return Window** : Customers must initiate a return within **10 days of delivery** , provided they are unused and in original condition
- **Custom Items** : Custom-sized / Custom order item are not eligible for return and are non refundable. These items have limited resale value and are made specifically for your needs, so please measure carefully before ordering
- **Shipping Damage** : If your item arrives damaged, take photos immediately and email them to sales@tarpworks.com upon receipt. If possible, note the damage with the delivery driver.
- **Incorrect Orders** : If we ship the wrong item or make a mistake, we will cover the return shipping and send the correct product right away. Mistakes happen—we'll make it right
- **Wrong Item Ordered** : If you ordered the wrong product, you're welcome to return it within 10 days, but return shipping costs will be your responsibility
- **Important Note** : Do not install or use the product if you intend to return it. Used products are not eligible for a refund

Shipping

- **Free Shipping** : We offer free shipping* on orders totaling \$125 or more, ***with exception of select items noted in their description.* Example : part 118317 has a flat rate of 150\$ shipping regardless of order total and is exempt from the free shipping rule***
- **Shipping Charges Are Not Refunded**

Tarp Warranty

- Our tarps are built to last, but are not indestructible
- We guarantee against defects in stitching, grommets, or welds.
- **We do not cover** damage caused by misuse, improper installation, or sharp objects that may puncture or tear the tarp.

Product Warranties

- All warranty claims require proof of defect, so please take clear photos.
- Tampering with or modifying any product will void all warranties.
- If you believe your item is defective, contact us immediately. We will evaluate the issue and offer a replacement or refund where applicable.
- We honor all manufacturer warranties as outlined on each product's listing, if applicable. Some items, like motors, may carry up to a three-year prorated warranty. Please review product descriptions for details.

Questions? call us at **1-321-419-7475** or email at sales@tarpworks.com