

Carolina Tarps Warranty Information

Please read carefully the product descriptions on our website for specific warranty information. In most cases, products have a 90 day warranty that covers any fault or defect in materials or workmanship. We cannot control the treatment or environment that products receive once they have been delivered, so please inspect all items upon receiving them. We are unable to offer warranties based on the time of implementation, but rather from the date that the products are delivered to the customer..

Tarps:

All tarps have a 90 day warranty from the date that they are received that covers stitching, welds, and grommets. Rips or tears of tarp fabric are not covered under warranty as it is the customer's responsibility to ensure that tarps are sufficiently protected from edges or materials that would puncture or tear the material.

Systems and Parts:

All tarp systems have a one year warranty from the date that they are received on the entire system. During that time, if any parts fail under normal use, the parts will be replaced at no cost to the customer. Installing parts in a way that is contrary to the instructions, such as incompatible replacements, mounting points that are in unconventional locations, or installing on an under or oversized application voids all warranties. Damage resulting from impact or collision is not covered.

Motors are covered by a one year warranty from the date that they are received. One of our technicians will walk through some troubleshooting exercises before determining that the motor is faulty. Please note that opening the motor or gearbox, or separating the motor from the gearbox, will void all motor warranties.

Parts are covered by a 90 day warranty from the date that they are received.

All warranty claims will require photos of the items in question and a description of the issue. Our mission is to make sure that the tarping aspect of your work is as painless as possible, so we will work quickly to fix a mistake. We stand by the quality of our products and if you are unhappy with the performance of any item that you purchase from us, we want to know about it so that we can make it right. Any warranty replacement will be sent and shipped to the customer at no cost.

Exceptions to these policies may be determined on a case-by-case basis.