



Shur-Co®
World Headquarters
2309 Shur-Lok St.
PO Box 713
Yankton, SD 57078-0713
Ph: 1-605-665-6000
Fax: 1-605-665-0501
www.SHURCO.com

ORDERS

All orders are subject to written acceptance by Shur-Co®, LLC, P.O. Box 713, 2309 Shur-Lok Street, Yankton, South Dakota 57078-0713. We are required by law to collect sales tax and F.E.T. taxes on products shipped to states where applicable. If tax exempt, a copy of your tax exempt certificate must accompany your order.

EXPEDITE FEE/ADDED CHARGES

In-stock parts orders placed by 10:00 a.m. (Central Time) normally ship the same day. (This varies with quantity/size of the order.) Standard lead time on tarps and hardware kits is generally five to seven working days; however, if you request that your order of tarps, hardware kits and/or complete tarp systems be expedited earlier than the normal lead time, there will be an additional charge of \$25. This fee is in addition to shipping and handling charges.

NOTE: We have no control over delivery dates – only ship dates.

SHIPPING

All orders are shipped F.O.B. from Shur-Co®, LLC, Yankton, SD; Denver, CO; Ravenna, OH; El Reno, OK; Fort Dodge, IA; Decatur, IL; Brookshire, TX; Fargo, ND; or Lexington, MI or Stuart, FL (Donovan-branded items). There will be no full freight allowed or pre-paid shipment accepted unless quoted and approved in writing prior to acceptance of the order. All shipments are made by most reasonable means in accordance with size and weight of order, unless specific routing instructions are furnished by the customer. Shipments are made daily via U.P.S. and common carrier. Claims for shortages must be made within 10 days. All claims for damages or loss in transit must be made with the carrier. No collect calls will be accepted. To ensure delivery of orders, we need your full street address and phone number. When you receive your shipment, examine it carefully. Be sure that all cartons listed on the delivery sheet are accounted for. Large items, such as steel tubing, may be packaged separately. If a carton is damaged, open it and inspect the contents before signing for delivery. If merchandise is damaged, describe the damage on the delivery receipt. Failure on your part to document damaged or missing merchandise on the delivery receipt releases the carrier of liability; repair or replacement will be the customer's responsibility.

CREDIT TERMS

Shipments are made on a cash basis – no C.O.D.s. We accept American Express, Discover, VISA, MasterCard and checks by phone or mail. Prices are subject to change without notice.

RETURN POLICY

All sales are final. See WARRANTY section at right for information on warranty returns.

NOTE: No person is authorized to modify foregoing conditions of sale whatsoever. All prices, product listings, sizes, weights and manufacturing details in this catalog are subject to change without notice. Any non-standard component requiring special engineering or manufacturing may be subject to an additional charge. Call for details.

WARRANTY

We warrant that all new products are free from defects in materials and workmanship.* This warranty is effective if products are properly installed and used for the purpose for which they were intended and applies to the original buyer only. Except as set forth above or as set forth in any product-specific warranty documentation, we make no other warranties, express or implied, but not limited to, warranties of merchantability or fitness for a particular use.

Returns of a product for warranty must be accompanied by a Return Merchandise Authorization number (RMA#), which can be obtained by calling Customer Service at 866-748-7435, and sent, with freight paid by us. All products returned without an RMA# will be refused. When we issue the RMA#, we will also issue a call tag to have UPS (or other freight company) pick up the product. C.O.D. warranty returns will not be accepted. We will pay no storage charges for a warranty product return prior to pickup by us or the freight company. If a warranty product return is scheduled to be picked up by us, we will pick up the product at our earliest convenience.

If the product returned is found, in our judgment, to be defective in material or workmanship, our obligation under this warranty is limited to the repair or replacement of the product, which will be made by us. Repair or replacement will be at our discretion, with replacements being made using current products performing in the equivalent function. Labor charges, other than those incurred at our factory, including, but not limited to, any labor to install a repaired or replacement product, are not covered under this warranty. All expenses associated with delivering defective products to our factory and delivering repaired or replacement products from our factory to the owner will be paid by us.

If the product returned is found, in our judgment, to be non-warrantable, the owner will be contacted to authorize repair work, the purchase of a replacement product or return of the product, all of which will be at the owner's expense. Payment authorization must be received by us before any non-warrantable product is repaired, replaced or returned. All expenses associated with delivering the repaired non-warrantable product, a replacement product or the non-warrantable product from our factory to the owner will be paid by the owner.

In no event will we be liable for damages of any kind or nature to person, product or property, including, but not limited to, indirect, incidental, special, consequential or punitive damages of any kind, or damages for loss of profits or revenue, even if we have been advised of the possibility of such damages. There are no warranties for used products or products that have been repaired, altered, modified or subjected to misuse, negligence or accident. We will not repair or replace products that fail or malfunction due to ordinary wear and tear, except as expressly provided in a product-specific warranty. The use of non-Shur-Co®, LLC parts in conjunction with Shur-Co®, LLC products will void this product warranty.

*Certain products have specific warranties that differ from this warranty, for example motors and electronics. Product-specific warranty documentation is available for these items. In the event of a conflict between this warranty and a product-specific warranty, the product-specific warranty will govern.