



Work Smart Series, Volume 3

Shurco: *Are Your Partners' Customer Service Teams Working for You?*

Overview

In the demanding world of transportation, agriculture, construction, waste and recycling equipment performance matters. But so does the support behind it. At Shurco™, customer service is not a department, it is a commitment built into every tarp system, every shipment, and every relationship.

Shurco understands that downtime costs money. That is why quick lead times are a core part of the company's service philosophy. Whether for new installations, replacement tarps, or critical parts, customers rely on Shurco to deliver when they need it. Fast turnaround keeps companies moving and projects on schedule.

Turning Industry Know-how Into a Customer Advantage

Shurco is more than a supplier. It is a partner backed by decades of tarping expertise. From agriculture to waste and recycling, construction to flatbed and specialty applications, Shurco's team understands real-world operating environments. That experience translates into informed recommendations, smarter system selection, and performing solutions in harsh conditions.

When customers call, they are not routed to generalists. They speak with knowledgeable professionals who understand tarping systems.

Extending Product Life with Simplicity

Shurco makes partnering simple with Parts for Tarps™, a comprehensive, one-stop source for tarp systems and replacement components. As the tarp supplier offering both genuine Shurco parts and high-quality components for competitive systems in one catalog, we simplify sourcing across mixed fleets. Customers can identify what they need without managing multiple suppliers or settling for lower-grade alternatives. Every part meets Shurco's performance standards for durability, fit, and reliability with dependable components designed to keep equipment performing.

The result: smarter repairs, lower cost of ownership, and less downtime. Fleets can protect ROI by extending the life of existing systems, fixing what's worn instead of replacing what still works, and avoiding unnecessary full system replacements. With one trusted source supporting the equipment already in service, customers keep trucks on the road, maximize productivity, and gain long-term value from a partner invested in their success.



Whether visiting a partner or at an event, Shurco takes care to understand the challenges customers are facing today.

Hearing Customers

Shurco engages and listens to understand customer challenges and business goals. Product improvements, new designs, and service enhancements are driven by real-world feedback from distributors, upfitters, fleets, and operators. This collaborative approach ensures innovations are practical, relevant, and built around actual field conditions.



Southbound Fab

Owner

Shurco is the full package. Quality products backed by a knowledgeable sales support team. Response time is quick when challenges arise. This is industry support that you can count on, and Shurco makes it easy to do business.

Right-fitting Solutions for the Job

Shurco knows that no two operations are identical. Collaborating with the customers on what will best serve their application needs ensures a right-fit tarping system and maximized efficiency of their equipment.

Whether modifying dimensions, adjusting components, or engineering a unique configuration, Shurco works closely with customers to create solutions that perform reliably and bring peace of mind.

Ease of installation is another reflection of Shurco's customer-first mindset. That means reduced labor time, simplified training, and accelerated deployment, helping customers get equipment into service faster.



Checking in for Post-sale Needs

At Shurco, the relationship strengthens long after the sale. Customers are partners, not transactions. Ongoing support, troubleshooting assistance, replacement parts availability, and responsive communication reinforce long-term relationships.

Shurco understands that its success depends on the success of its customers. That is why after-sale service is treated as a priority, not an afterthought.

Built on Service. Driven by Partnership.

In an industry where reliability and uptime are everything, Shurco's customer service approach provides a clear advantage. Quick lead times, deep expertise, simplified parts access, customization capability, an invested support team combined to create more than just a tarp system; they create

confidence in knowing a trusted partner is always standing by.

Shurco's commitment is simple: deliver solutions that work, support customers every step of the way, and build relationships that last.

- Committed distributor supply chain
- Inventory at-the-ready
- Durable, field-proven components
- Responsive technical support
- Continuous improvement and customer-inspired solutions



Texas Pride Trailers

Procurement Officer

Shurco is more than a supplier. They're a partner who delivers reliable, innovative solutions. Their team adapts, troubleshoots, and supports us every step of the way. Together, we ensure our customers get quality parts from a trusted name.



Our mission is manufacturing industry-defining solutions that are the preferred choice to solve real-world problems and fuel our customers' success.

[SHURCO.COM](https://www.shurco.com) | 800-474-8756

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