

*Last Updated: September 16, 2022*

## Tracking a Package

A link for package tracking is included in the email that confirms the shipment of your order. If you have any questions about your order, feel free to contact us at 1-800-RED-GATE or [TarterParts@tarterusa.com](mailto:TarterParts@tarterusa.com).

## Credit Card Processing

Once you have placed your order our system will verify the credit card information provided and verify the funds are available in your account. If the information you provided during check out is not verified with the information on file for the credit card you used, our security system will not authorize the order. If the information you have provided during check out is verified with the information on file for the credit card used, your credit card will be charged for the full amount of the order the day the order is placed.

## Order Cancellation

If for some reason you need to cancel an order placed online through [tarterparts.com](http://tarterparts.com), this must be cancelled before the order has been fulfilled. You can contact us at 1-800-RED-GATE or at [TarterParts@tarterusa.com](mailto:TarterParts@tarterusa.com)

## Missing Order

If you are missing an order, you will need to first check the tracking number provided for your package. Once you have confirmed the delivery was completed, check with everyone at your residence to make sure someone else hasn't picked up your package. Check with your neighbors and around your entryways to make sure it wasn't left at the incorrect door. If you still haven't located the package, you can file a missing package report with UPS.

<https://www.ups.com/us/en/support/file-a-claim.page>

Once you have filed a claim with UPS, please let us know so we can note on the order record that the delivered package is missing or possibly stolen from the location. This does not guarantee your order will be replaced or refunded. Please understand that Tarter Parts is not responsible to replace or refund any order that shows to be delivered in the shipping carrier's tracking. The security of deliveries becomes the responsibility of the customer once the order reaches the addressed location. Neither UPS or Tarter Parts is responsible to replace product that is missing or stolen from the delivery location. Only after UPS investigates and accepts the claim as mis-delivered can a refund be considered. If UPS approves that the delivery was completed as indicated, no reimbursement will be issued.

## Returns & Exchanges

If you are not satisfied with your purchase, you must return it within 30 days from the date of purchase to:

Tarter Industries  
Attn: Mike Lee  
750 North Wallace Wilkinson Blvd.  
Liberty, KY 42539

The item must be in original packaging, must include all original materials supplied with the product, and product must be unopened and uninstalled. All returned merchandise is subject to inspection and approval prior to credit being issued. We will only refund the card used for the original purchase.

Customers are responsible for all shipping costs.

For returns involving product defects, products shipped in error, or products damaged in shipping please contact us at 1-800-RED-GATE or email us at [TarterParts@tarterusa.com](mailto:TarterParts@tarterusa.com). Please provide us the order number and name the order was placed under and a description of the issue with the product. A customer service representative will assist you with the return and provide a RMA and prepaid return shipping label via email.

## **Fees**

Customers are responsible for paying any import fees or taxes their country may add to their purchase upon arrival.