

CUSTOM PRODUCT RETURN POLICY

At Tempurtech Manufacturing LLC, all heated roof mats are custom-made products built to the specific requirements and drawings approved by the customer. Please review our policy below.



CUSTOM MADE PRODUCTS

Our heated roof mats are custom manufactured to customer-approved drawings and specifications. These products are not stock items and are made specifically for your project.



APPROVAL BEFORE PRODUCTION

Shop drawings or layout drawings are provided for review and approval prior to production. By approving the drawings, you confirm that all measurements, specifications, and site conditions are accurate and complete.



NO RETURNS OR REFUNDS

All custom-made heated roof mats are final sale and are not returnable or refundable once production has begun or the product has shipped. This includes products that do not fit due to incorrect measurements, construction changes, installation errors, or other site-related issues.



CUSTOMER RESPONSIBILITY

It is the customer's responsibility to verify all dimensions, site conditions, and project requirements before approving drawings. We are not responsible for errors or changes made after approval.



MANUFACTURING DEFECTS

If a product is determined to be our fault in workmanship or materials, we will replace the product.

This policy does not cover issues resulting from installation, misuse, or site conditions.

Thank you for choosing Tempurtech Manufacturing LLC.
We appreciate your business.