

# REMOTE STARTER INSTALLATION POLICY



## CONSULTATION AND PRICE

- **Initial Consultation:** We will discuss your vehicle's specifications, and the remote start system you wish to install. We'll provide all necessary information to pair you with a system that works for you and your budget.
- **Price:** Our remote start systems are a "Flat Rate" for parts and labor unless a vehicle requires additional parts for the installation like some of the newest GM vehicles, or manual transmission vehicles. We'll be sure to communicate any additional costs pertaining to your vehicle.

## PAYMENT TERMS

- **Payment:** The balance is due upon project completion and vehicle pickup. Accepted payment methods are as follows: Cash, Check, Debit card, Credit card, Venmo, PayPal, ACH.
- **Late Payments:** Overdue payments may incur a late fee of 10% per month. Custom Auto Wire reserves the right to retain the vehicle until full payment is received.

## VEHICLE DROP-OFF AND CARE

- **Drop-Off:** Drop off beyond business hours is accepted. We have a key drop box at the front door of our shop. Otherwise please refer to the parking guide for our drop off locations.
- **Duration of installation:** Will be discussed during consultation, we typically estimate 2.5-3 hours.
- **Removal of personal items:** Customers must remove all personal items from the vehicle's front floorboards, glovebox, and center console before drop-off. If personal items are not removed from the vehicle, Custom Auto Wire is not liable for the loss or damage of those items, and further labor may be added for time to remove items for the accessibility of the vehicles interior.
- **Care:** We take utmost care to protect your vehicle during service. Custom Auto Wire is not liable for pre-existing damage or non-electrical mechanical issues discovered during the process. Customers will be notified promptly of any concerns identified during service.

## WHERE WILL THE REMOTE START SYSTEM BE INSTALLED?

For most vehicles, the installation will occur under the driver side dashboard. Sometimes it is necessary to run wiring into the engine bay, or behind the glovebox. On some vehicles, we will need access to the center console for either the removal of dashboard parts, or programming the remote start system on PTS (Push to Start) vehicles.

## INFORMATION FOR SPECIFIC VEHICLES TYPES

- **Diesel:** Most diesel vehicles are covered. We will use a timed "wait to start" to ensure your glow plugs have as much time as needed. On some vehicles, we may need to re-program the system during the coldest months to ensure proper functionality. This is covered under our warranty if the system was purchased through us.
- **Manual Transmission:** Most manual transmission vehicles are covered. Be aware, these vehicles require additional parts and additional operator procedure to ensure a safe start. Custom Auto Wire will discuss the details during consultation.
- **PTS or "Push To Start":** Some of these vehicle require additional procedure from the customer, and in some cases features like "Secure Takeover" are unavailable, or may be available at additional cost.

## CUSTOMER SUPPLIED EQUIPMENT

Customers may provide their own remote starter, in this case the customer must also provide all manufacturer installation guides for supplied equipment. Failure to do so may result in additional charges for research or troubleshooting. If the provided system is faulty, the customer may still be subject to installation fees. There is no warranty for customer supplied remote start systems.

## NO-SHOW FOR APPOINTMENT

If a customer is unavailable to make it to an appointment, please contact us at your earliest available time to reschedule. If a customer "no-call no-shows" to an appointment, we require a deposit to hold your next requested appointment time. There is no refund for appointment deposits.