

AFTERMARKET PARTS INSTALLATION POLICY



This document outlines the process and expectations for installing aftermarket automotive electronics.

CONSULTATION AND ESTIMATES

- **Initial Consultation:** We will discuss your vehicle's specifications, and parts you wish to install. An in-person inspection may be scheduled if needed to assess the vehicle.
- **Cost Estimates:** Estimates cover parts and labor, including an allowance for unforeseen expenses. We aim to keep final costs at or below the estimate, but additional charges may apply for unexpected issues, subject to your prior approval. Estimates are provided in writing for clarity.

PAYMENT TERMS

- **Deposit:** A deposit for the full cost of parts and up to 30% of estimated labor may be required, one week before the scheduled vehicle drop-off to secure parts and scheduling.
- **Final Payment:** The remaining balance is due upon project completion and vehicle pickup. Accepted payment methods will be communicated during the consultation.
- **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:** Duration of installation will be discussed during consultation. Customers must remove all personal items from the vehicle's interior, trunk, and glovebox 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.

CUSTOMER SUPPLIED EQUIPMENT

Customers must provide all manufacturer installation guides for supplied equipment. Failure to do so may void the installation warranty or result in additional charges for research or troubleshooting.

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 may require a deposit to hold your next requested appointment time. If the customer has already made a deposit with us for the procurement of parts, and a "no-call no-show" occurs, we will hold parts for 30 days. If an appointment has not been scheduled and completed within 30 days, the part will transfer ownership to Custom Auto Wire.

WARRANTY

Custom Auto Wire offers a lifetime warranty on installation workmanship and a limited warranty on the installation of customer-provided equipment. Products purchased through us are covered by the manufacturer's warranty. For full details, including exclusions and claims procedures, refer to our warranty policy, available at our shop or as a PDF upon request. Contact us at 701-350-8457 or customautowire.nd@gmail.com with any questions.