

RETURN AND REFUND POLICY



At Custom Auto Wire, we are committed to your satisfaction and strive to deliver high-quality automotive wiring solutions tailored to your needs. We understand that circumstances may arise, and we aim to provide a flexible, service-oriented approach to address your concerns. Below is our Return and Refund Policy, designed to be fair and transparent while ensuring the best possible experience for our customers.

LABOR SERVICES

We take pride in the expertise and care we put into every installation and wiring project. Due to the customized nature of our labor services, **we do not offer refunds on labor**. However, if you encounter any issues with our work, we are dedicated to working with you to resolve them promptly. Please see our warranty policy regarding our dedication to resolving installation concerns. Our team will assess the situation and provide solutions, which may include adjustments, repairs, or optimizations to ensure your vehicle meets your expectations.

EQUIPMENT AND PRODUCTS

We stand behind the quality of the products we provide. If you are not completely satisfied with a product purchased from Custom Auto Wire, please contact us within **30 days of purchase**. We are happy to explore **equipment upgrades** or alternative solutions to better suit your needs. This approach allows us to enhance your project while maintaining the highest standards of performance and reliability.

- **Defective or Damaged Products:** If a product is found to be defective or damaged upon receipt, please notify us immediately. We will work with you to replace the item or provide an equivalent upgrade at no additional cost, subject to availability and verification.
- **Compatibility Issues:** If a product is not compatible with your vehicle or project, we will collaborate with you to find a suitable replacement or upgrade that aligns with your goals.

HOW TO REQUEST SUPPORT

If you have concerns about your purchase or our services, please reach out to us as soon as possible. You can contact us at:

- **Phone:** 701-350-8457
- **Email:** customautowire.nd@gmail.com
- **In-Person:** 716 S 46th St Suite E, Grand Forks, ND (Monday–Friday, 9:00 AM–5:30 PM)

We will review your request promptly and work with you to find a solution that meets your needs. Our goal is to ensure your project is a success, and we are flexible in addressing any challenges that arise during your build.

EXCEPTIONS

In certain cases, such as custom-built wiring harnesses or special-order items, returns or exchanges may not be feasible due to the tailored nature of the product. We will communicate any such limitations clearly at the time of purchase and collaborate with you to ensure the product integrates seamlessly into your project. Please see our warranty policy regarding our dedication to resolving issues with your custom product.

CHANGE OF MIND POLICY

We understand that plans can change. However, because our services involve custom labor, scheduling, and often special-order or vehicle-specific equipment, refunds are not available for change-of-mind requests once payment has been made and the order is processed. Credit card processing typically takes 1-3 days.

Instead, we commit to flexible solutions whenever possible, including:

- Transferring the purchased equipment and installation services to another vehicle owned by you or an immediate family member (any vehicle-specific adaptations or additional modules will be quoted separately).
- Exploring upgrades, alternative products, or credit toward future services within [e.g., 60 days / reasonable timeframe].

This approach helps us maintain the high-quality, tailored experience we promise while ensuring fair outcomes for all customers.

OUR COMMITMENT

At Custom Auto Wire, we are passionate about empowering car builders and delivering dependable, high-quality electrical solutions. Whether we've built you a custom harness or installed aftermarket equipment, If you're not satisfied, we're not satisfied. We value your trust and are here to support you throughout your project, from start to finish.

