



EVERYTHING TO LIGHT UP YOUR RIDE!®

30 Day Return/Exchange Policy

RETURN AUTHORIZATION NUMBER must be issued before any returns or exchanges can be made. We will not accept any returns without this number. Please write this number clearly on the outside of the returning package. All returns must be received by Custom Dynamics within 30 days from date of shipment. The Return Authorization Number does not imply a replacement or refund, but only that we will inspect the merchandise based on your claim. Returns must be sent freight prepaid and insured by you. Original shipping and handling charges are not refundable. A photo copy of your invoice showing the invoice number must accompany your return along with a written explanation and a contact phone number where we may be able to reach you. It is the responsibility of the customer/installer to verify the correctness of size and application of the parts before installation. All approved refunds will be paid by either Company Check, credit Card Credit, or Account Credit, all to be determined by Custom Dynamics. No cancellations, refunds, or exchanges on special order items or custom order items will be allowed. In order for a returned item to be accepted, the returned item must be in its original condition (no damage) and returned in it's original packaging. Product must be in new condition. No return or exchange on merchandise that shows signs of having been installed, mounted, scratched, or defaced will be allowed. Items that receive Free Shipping and are returned will be subject to a Shipping Fee to cover the original shipping costs. All returns are subject to a Repackaging Fee if items returned are missing any components or requires repackaging. Claims for missing, lost or damaged packages must be made within 48 hours of receipt of shipment.

Warranty

Limited Warranty - Custom Dynamics® warrants that products sold hereunder to the original purchaser, if maintained and operated under normal conditions, shall be free from any defects in materials and workmanship for a period of five (5) years from the date of purchase for modules, three (3) years from date of purchase for horns, and a lifetime warranty against LED failure, unless otherwise noted. Customer is responsible for all return shipping charges. Please include a written explanation and a contact phone number where we may be able to reach you along with your return. No warranty whatsoever will be valid if the defect was caused by customers abuse, negligence, and/or mishandling. Customer maybe responsible for shipping and handling fees. No labor or inconvenience may be included in any claims. Please note, if the item is tested and found not to be defective, the customer will be charged a \$5.00 fee to reship the item , we encourage you to work with us to trouble shoot any problem you may be having before sending an item back.

Disclaimer

Custom Dynamics® shall not be liable for any consequential or incidental damages whatsoever. Custom Dynamics® liability is limited to repair or replacement of the item(s) purchased. Use of these products may be limited, regulated, or prohibited in your state, please check with all applicable motor vehicle code and laws before installing.