

Refund and Dispute Policy for Custom Carbon Orthotic Insoles

At Custom Carbon Project, we are dedicated to crafting orthotic insoles that meet your individual needs with precision and quality. Our Refund and Dispute Policy is designed to address any concerns that may arise with your custom order.

Refund Policy:

Custom-made items are created to your specifications and are therefore not subject to the standard return policies. Under EU consumer law, such custom items are exempt from the standard 14-day cooling-off period.

No Refunds for Customization Issues:

- We do not issue refunds for issues related to personal preference, comfort, or fit if the insoles were manufactured according to the specifications you provided.

Refunds for Non-Delivery or Manufacturing Errors:

- If you do not receive your order within the stated delivery period, please reach out to us. We will investigate, and if the issue is attributable to our processes, we will offer a choice between a re-manufacture of the item at no additional cost or a full refund.
- In the rare event of a manufacturing error, please report the problem within 14 days of receipt. Upon verification, we will offer a re-manufacture or a refund, as per the conditions outlined in our Return Policy.

Dispute Resolution:

We strive to resolve any issues amicably and to your satisfaction. If you have a concern or dispute regarding a manufacturing error or other issues related to your custom insoles, please follow these steps:

Contact Us: Send a detailed account of your concern to [info@customcarbonproject.com].

Escalation: If the initial resolution does not meet your expectations, you may escalate the matter by contacting [resolution@customcarbonproject.com] for further assistance.

For purchases made via third-party platforms or payment providers, disputes may be resolved according to the policies of those services.

Contact Information:

For any questions or concerns regarding refunds or disputes, please contact us at the following:

Custom Carbon Project Customer Service

[info@customcarbonproject.com]

<http://customcarbonproject.com/>

Our goal is to provide a smooth experience and ensure your satisfaction with your custom-made orthotic insoles.