

Return Policy for Custom Carbon Orthotic Insoles

Welcome to Custom Carbon Project. We pride ourselves on crafting high-quality, custom carbon orthotic insoles tailored to your individual needs.

Custom Product Return Policy:

Our custom carbon orthotic insoles are made to order according to your specifications. In line with EU consumer law, our made-to-order products are exempt from the standard 14-day cooling-off period. Therefore, we do not accept returns for a change of mind or for insoles that do not fit due to incorrect measurements provided by the customer.

Non-Returnable Items:

- Custom Carbon Orthotic Insoles that have been used or worn.
- Insoles that have been altered by the customer.

If you receive your custom insoles and believe there is a manufacturing error, please contact us within 30 days of receipt.

Return Process for Manufacturing Errors:

Notification: Within 30 days of receiving your custom insoles, contact us at [info@customcarbonproject.com] with a detailed description and evidence of the manufacturing error.

Assessment: After evaluating your claim, if we determine that there is a manufacturing error, we will provide the following remedies:

- **Replacement:** We will manufacture a new pair of insoles that rectify the identified manufacturing error.

- **Refund:** If a replacement is not feasible, we will process a refund.

Time Frame for Claims:

You must notify us of any manufacturing defects within 14 days of receiving your custom orthotic insoles to be eligible for a replacement or refund.

Shipping and Handling for Returns:

For approved manufacturing error claims within the EU, Custom Carbon Project will cover the return shipping costs. For customers outside the EU, return shipping costs will be the responsibility of the customer unless otherwise specified by local consumer laws.

We are dedicated to delivering products that meet the highest standards of quality and precision. Thank you for trusting Custom Carbon Project for your custom orthotic needs.