

Terms & Conditions

By placing an order with us, you abide with the following and understand that not all services are available remotely and can require a technician to be dispatched:

Repairs

All defective car parts are repaired by our highly trained and certified technicians, and we offer a 100% satisfaction guarantee. If you are unsatisfied with our auto repair services, the staff at VCD Solutions will gladly refund all money paid to us. By placing an order or request of service with us, you agree to not pursue any action—legal or personal—demanding any sum that is greater than the monies paid to us for service. While also accepting that and applicable fees may or may not be refundable see Return and Refund Policy for more.

If you sent a package to VCD Solutions using any available remote repair service & return shipping service option, we are not responsible for any missing items that were shipped to us. This includes screws, bolts, nuts, plugs, etc. In addition, all items sent to us must pass an initial acceptance test upon receipt, during which our highly qualified technicians will carefully evaluate and document the condition of the auto part. Our word is final upon condition received.

Liability & Safety

VCD Solutions is not responsible for the cost of any third party services, including shipping, mechanical work, diagnostics, or installations. In addition, our company and employees cannot be held liable for any situations that may cause personal injury, additional costs, or death. As the customer, you assume all responsibility associated with the removal, installation, and usage of a re-manufactured item.

Proper maintenance and repair procedures are important to the reliable function of all motor vehicles and the safety of any occupants, and are not the responsibility of VCD Solutions where work was not explicitly performed by a mobile technician on site. That responsibility ends at time of warranty conclusion or upon any external influence of which VCD Solutions has the final say. When operating on any vehicle or performing repairs, standard safety procedures, such as the use of proper tools and equipment, are required.

Refer to "Promise of Calibration" in regards to ADAS system services. This service is available only direct to businesses and must be performed by qualified mobile technicians employed by VCD Solutions Corp.

Shipping

You agree to ship all items to us at your own expense & risk. We are not responsible for undeliverable packages, as well as lost, stolen and damaged items. It is your responsibility to insure your package. Your shipping expense is not refundable, no exceptions. If a refund is to be issued anytime in the future, it will only include the service cost you paid to us – “VCD Solutions”, your shipping expense will not be reimbursed. We ship all of the items back uninsured. It is your responsibility to request that your items are shipped back insured in written form. We are not responsible for any undelivered packages to you, as well as lost, stolen and damaged items. See Shipping policy for additional details.

Communications

Any communication that occurs between you, the customer, and VCD Solutions, is the property of VCD Solutions. Communication includes, but is not limited to, e-mail, fax, images or photos, phone, text, and direct verbal conversation. VCD Solutions uses information conveyed by these means to help with the repair process, build accurate quotes, and provide the best customer experience possible.

Privacy Policy

This Privacy Policy describes Our policies and procedures on the collection, use and disclosure of your information when the Service is used. The policy will help tell you as the consumer and client about your privacy rights and how the law protects you. Privacy policy is formed for the state in which VCD Solutions Corp operates and is accepted in full upon request of any service or quote. Please refer to Privacy Policy for additional information.

We use your personal data to provide and improve the service. By using the service, You agree to the collection and use of information in accordance with this Privacy Policy.