

Return & Refund Policy

Welcome to VCD Solutions Corp, a trusted provider of repair services for faulty vehicle electronics. Before utilizing our services, please take a moment to read and understand our "Refund and Return policy".

Exclusion of Damages: VCD Solutions Corp shall not be held liable for, and hereby excludes, any indirect, incidental, special, or consequential damages associated with the use of services provided by VCD Solutions Corp. User of VCD Solutions Corp will not hold company liable for any costs associated to fix ANY faults found related to your vehicle before, during, or after any services.

Guarantee Limitations: Due to the intricate nature of electronics and circuit board repair, VCD Solutions Corp cannot ensure the functionality of components and circuitry unrelated to the specific repair covered in the service description.

Post-Repair Malfunction: In the event that an item does not operate correctly following repair within the warranty period, customers are given the option to return the item to VCD Solutions Corp for further testing. VCD Solutions Corp will not be held liable in the event that additional repairs are required if not directly related to intended and requested repair. Further please see Warranty Policy for additional details. If things do not go as expected, VCD Solutions Corp will consult with you for a reasonable amount of time (up to one hour) to try to identify the root cause. VCD Solutions Corp will use its extensive experience to diagnose the problem(s) and return an additional quote of repair. User can assist us in troubleshooting through scanner readings, datalogs, and by providing specific and accurate details.

Return Authorization: Customers are responsible for reaching out to VCD Solutions Corp for return authorization before sending back any item. Items returned for testing are subject to shipping fees, which are the customer's responsibility.

Repair or Refund: If the malfunction is attributed to failed components or substandard workmanship within warranty period, VCD Solutions Corp holds the right to either repair the item at no additional cost or provide a refund equivalent to the initial repair fee paid to VCD Solutions Corp by the customer with proof of purchase of a replacement. This does not include any additional accrued costs by VCD Solutions Corp in the form of service fees, subscription fees, fuel or otherwise.

Excluded Failures: In cases where failure is determined to be caused by external factors

such as faulty wiring, improper installation, or failed external components, any guarantees, whether expressed or implied, shall be rendered void.

Liability Release: VCD Solutions Corp shall be released from all forms of liability, including but not limited to loss of profits, income, product, production, increased operational costs, rental vehicle fees, or other losses connected with the utilization of services offered by VCD Solutions Corp. VCD Solutions Corp will not be held responsible for theft, or any cost or damages to any person, vehicle, or item through the performance of our work or during the time the vehicle is in our possession. VCD Solutions Corp will not be liable for the proper operation, improper operation, or failure of any vehicle system, component, or part including but not limited to the programming or operation of any control module or service performed.

Liability Cap: Under no circumstances will VCD Solutions Corp be held accountable for damages surpassing the total repair cost paid to VCD Solutions Corp by the customer/user.

Non-Transferable Warranty: This warranty is exclusively for the original purchaser and is non-transferable. It is also subject to the reasonable use lifespan of the product or system into which it is integrated. For instance, if an automobile reaches the end of its useful life, a rebuilt instrument cluster cannot retain continuous warranty coverage if transplanted into a replacement vehicle. See "Promise of Calibration" for additional coverages of service.

Troubleshooting Assistance: VCD Solutions Corp cannot guarantee the accuracy or comprehensiveness of information provided for troubleshooting assistance. VCD Solutions Corp will not accept responsibility for any incorrect diagnosis of components made by third parties. VCD Solutions Corp will not be held liable for anything missed during troubleshooting due to nature of services provided.

By availing our services, you acknowledge and accept the terms outlined in this refund and return policy. If you have any queries or require further clarification, please don't hesitate to contact our customer service team. Thank you for choosing VCD Solutions Corp for your electronics repair needs.