



Deposit & Refund Policy – OnPoint Auto Customs

1. Purpose of Deposits

To secure all scheduled work, OnPoint Auto Customs (“OAC”) requires a deposit at the time a job is approved. Deposits allow us to order specialty materials, reserve shop time, prepare equipment, and allocate technician labor specifically for your performance, fabrication, or restoration project.

2. Deposit Amount

Industry-standard deposits for custom automotive performance and fabrication work range from 25%–50% of the total estimate. OAC follows national best practices and requires:

- 50% deposit for performance upgrades, specialty-order parts, custom fabrication, and classic/vintage restoration work.
- 25%–50% deposit for labor-only jobs depending on complexity.

3. Deposit Use & Allocation

Your deposit may be applied toward:

- Ordering specialty, performance, or non-returnable parts
- Scheduling technician labor and fabrication time
- Pre-work preparation specific to your vehicle
- Any design, measurement, or mock-up work completed prior to fabrication or installation

4. Refund Eligibility

Deposits are refundable only under the following conditions:

- Parts have NOT yet been ordered.
- No labor, teardown, fabrication, or diagnostic work has begun.
- Cancellation occurs within 48 hours of deposit payment.

If parts have been purchased on your behalf, any refundable portion will depend on vendor return policies and restocking fees.

5. Non-Refundable Conditions

Deposits become fully non-refundable when:

- Specialty-order, performance, or custom parts have been ordered.
- Labor, teardown, fabrication, welding, machining, or restoration work has begun.
- OAC has completed design, diagnostic, or prep work prior to cancellation.
- The customer fails to provide the vehicle on the scheduled date.

These terms are aligned with national standards for performance, fabrication, and restoration shops, where parts are often non-returnable and shop time is allocated exclusively for your project.

6. Rescheduling Policy

Customers may reschedule once with no charge if notice is given at least 72 hours in advance.

Short notice rescheduling may require an additional deposit to secure a new appointment slot.

7. Abandoned Vehicles or Projects

If a customer does not communicate, respond, or retrieve their vehicle within 7 days of job completion, storage fees may apply. Deposits will not be refunded on abandoned or paused projects.

8. Completion & Final Payment

Upon completion of work, the remaining balance is due before the vehicle is released. Deposits are applied toward the final invoice balance.

9. Agreement

By paying a deposit, the customer acknowledges and agrees to the terms of this Deposit & Refund Policy as part of the service agreement with OnPoint Auto Customs.