

NORDSPECAUTO

SALES TERMS, RETURN POLICY & CUSTOMER ACKNOWLEDGMENT

EFFECTIVE AUGUST 18, 2026 | VERSION 1.1 | FLORIDA, USA

PAYMENT OF THE INVOICE CONFIRMS THAT THE BUYER HAS REVIEWED AND ACCEPTED THESE TERMS.

1. ORDER DETAILS, FITMENT & BUYER RESPONSIBILITY

Before payment, the buyer must review the invoice description, part numbers, quantity, condition, price, shipping address, promised shipping estimate, and vehicle information shown. The buyer is responsible for providing accurate year, make, model, trim, engine, VIN, option codes, and original part numbers when fitment assistance is requested. Fitment statements are based only on information supplied by the buyer. A return for incompatibility is available only when NordSpecAuto supplied or confirmed the wrong part based on accurate information provided before purchase.

2. FINAL SALE; LIMITED RETURN ELIGIBILITY

All sales are final except for a qualifying claim expressly described in these terms. A return may be authorized only if the item arrives materially damaged in transit, is materially different from the invoice description, or NordSpecAuto confirms that it supplied an incompatible item despite receiving accurate fitment information before purchase. No return is accepted without prior written authorization. Buyer remorse, changed plans, duplicate purchases, ordering the wrong part, or incompatibility caused by incorrect or incomplete buyer information are not return reasons, except where applicable law requires otherwise.

3. CLAIM DEADLINE & REQUIRED EVIDENCE

Damage, shortage, incorrect-item, or condition claims must be reported to nordspecauto.support@gmail.com within 48 hours after delivery. The buyer must retain all packaging and provide clear photographs of the item, packaging, shipping label, damage, part numbers, and other reasonably requested evidence. For freight deliveries, visible damage should be noted on the carrier delivery record before acceptance whenever possible. Failure to preserve the item or packaging, or to provide reasonable evidence, may prevent NordSpecAuto from verifying the claim.

4. PRODUCT CONDITION & INCLUDED COMPONENTS

The invoice controls the stated condition of each item. Unless the invoice expressly states that an item is new, automotive parts may be used, take-off, recycled, salvage, or previously installed and may show normal cosmetic wear, storage marks, dirt, oxidation, scratches, or other age-related characteristics that do not affect the described core function. Only components specifically listed on the invoice are included. Bulbs, sensors, modules, brackets, fasteners, hoses, fluids, trim, wiring, clips, accessories, and ancillary components are included only when specifically stated. To the maximum extent permitted by applicable law, items sold AS IS are sold without implied warranties of merchantability or fitness for a particular purpose, except for an express written warranty stated on the invoice.

5. INSTALLATION, PROGRAMMING, MODIFICATION & TAMPERING

The buyer is responsible for proper diagnosis and professional installation. Programming, coding, calibration, adaptation, alignment, fluid service, refinishing, paint work, and additional hardware may be required and are not included unless specifically stated. Return eligibility is void once an item has been installed, disassembled, opened, painted, cut, welded, altered, coded, programmed, modified, or damaged after delivery, except where applicable law or controlling payment-network rules require otherwise. Front-end and multi-component assemblies cannot be returned after installation, removal, or disassembly.

6. BUILT-TO-ORDER TIMING, SHIPPING & DELAYS

Most NordSpecAuto inventory is built to order. Unless the invoice states otherwise, the expected sourcing, assembly, and shipping process is approximately 4 to 5 weeks after payment and fitment confirmation. Shipping and delivery dates are good-faith estimates based on information reasonably available when the order is accepted. If NordSpecAuto learns that an order cannot ship within the promised period, the buyer will receive a delay notice with a revised shipping date when available and a clear option to consent to the delay or cancel the unshipped order for a prompt refund as required by applicable law. If the buyer does not provide required consent, NordSpecAuto will cancel and refund the unshipped order as required. NordSpecAuto is not responsible for carrier, freight, weather, customs, or logistics delays after timely tender to the carrier, except where applicable law provides otherwise.

7. DELIVERY RESPONSIBILITY

The buyer is responsible for providing a complete and deliverable address and for carrier charges caused by an incorrect address, missed appointment, storage, redelivery, or refused delivery not caused by NordSpecAuto. Orders shipped outside the continental United States may require approximately one additional week and additional freight charges, which will be confirmed before the order moves forward.

8. APPROVED RETURNS & REFUNDS

If NordSpecAuto approves a return, written instructions will be provided. Unless the return is caused by NordSpecAuto error or verified transit damage, original shipping, freight, handling, installation, labor, diagnostic, programming, towing, storage, and related costs are non-refundable. Approved refunds are issued to the original payment method after the returned item is received and inspected, subject to the processor's posting time. No cash or off-platform refund is owed unless NordSpecAuto expressly agrees in writing.

9. CUSTOMER CONTACT, PAYMENT DISPUTES & RECORDS

For any order issue, the buyer agrees to contact nordspecauto.support@gmail.com promptly and provide NordSpecAuto a reasonable opportunity to investigate. This agreement does not waive any non-waivable right under applicable law or controlling payment-provider rules. If a dispute is filed, NordSpecAuto may provide the invoice, accepted terms, tracking and delivery records, communications, fitment information, photographs, return records, and other transaction evidence to the payment provider or financial institution. The person making payment represents that they are authorized to use the payment method.

10. ENTIRE AGREEMENT; FLORIDA LAW; SEVERABILITY

These terms, the invoice, and any written product-condition or shipping disclosures constitute the sales terms for the transaction unless NordSpecAuto expressly agrees otherwise in writing. No oral statement modifies these terms. Applicable federal law and Florida law govern these terms, while any mandatory consumer-protection law that cannot be waived remains controlling. If a provision is found unenforceable, the remaining provisions remain effective to the maximum extent permitted by law.

BUYER ACKNOWLEDGMENT

By paying the invoice, the buyer confirms that the product description, condition, vehicle and fitment information, price, freight charges, and shipping estimate have been reviewed and that the buyer accepts these Purchase Terms and Return Policy.

NordSpecAuto | nordspecauto.com | nordspecauto.support@gmail.com | 413-306-1640

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