

Refund & Cancellation Policy

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At Plus Plus Calibration, each ECU calibration is performed specifically for the customer's vehicle. Because of the custom nature of our calibration services, refund eligibility depends on the stage of the calibration process at the time a cancellation request is received.

1. Cancellation Before ECU Is Shipped to Plus Plus Calibration

If a customer purchases a tune/calibration and decides to cancel **before shipping their ECU to Plus Plus Calibration**, the customer is eligible for a refund of **95% of the original purchase price**.

Plus Plus Calibration retains **5% of the original purchase price** to cover merchant processing and transaction fees associated with the purchase and refund.

2. Cancellation After ECU Has Been Shipped but Before Calibration

If a customer has shipped their ECU to Plus Plus Calibration and requests a cancellation **before the ECU has been calibrated**, the customer is eligible for a refund of:

95% of the original purchase price, less the cost of shipping the ECU back to the customer.

The 5% deduction covers merchant processing and transaction fees. The applicable return shipping cost will also be deducted from the refund before it is issued.

Once the cancellation request has been accepted, Plus Plus Calibration will return the uncalibrated ECU to the customer.

3. ECU Has Already Been Calibrated

No refunds will be issued once the customer's ECU has been calibrated.

Because each calibration is a custom service performed specifically for the customer's vehicle and ECU, the service is considered completed once the calibration has been performed.

This applies even if the calibrated ECU has not yet been shipped back to the customer.

Customers wishing to cancel an order must therefore contact Plus Plus Calibration **before calibration of the ECU has occurred**.

4. Determining Refund Eligibility

Refund eligibility is based on the status of the ECU at the time Plus Plus Calibration receives the customer's cancellation request.

The applicable refund will be determined as follows:

- **ECU has not been shipped:** 95% refund.
- **ECU has been received but has not been calibrated:** 95% refund minus the cost of return shipping.
- **ECU has already been calibrated:** No refund.

5. Requesting a Cancellation

Customers who wish to cancel an order should contact Plus Plus Calibration as soon as possible.

Submitting a cancellation request does not guarantee that the ECU has not already entered the calibration process. If calibration has already been completed before the cancellation request is received, the purchase will no longer be eligible for a refund.

6. Original Payment Method

Approved refunds will be returned to the original payment method used for the purchase whenever reasonably possible.

7. Exceptions Required by Law

Nothing in this Refund & Cancellation Policy is intended to limit any rights or remedies that cannot legally be waived or limited under applicable law.

Contact

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