

Return & Refund Policy:

Thanks for shopping at GUAutotech inc.

If you are not entirely satisfied with your purchase, we're here to help.

Returns

You have 20 calendar days to return an item from the date you received it.

To be eligible for a return, your item must be in the same condition that you received it, as well as, in the original packaging, with your receipt or proof of purchase. We require to receive technical information with supporting images / videos to support the return of your item. Should we not receive supporting documents/videos before 20 days after purchase, the item cannot be returned for a refund.

Refunds

On receipt of your item, we will notify you that we have received your return and we will do a technical inspection which can take up to 5 working days.

Refunds will only be approved if it is found to be factory fault with the specific device and if there is no replacement options available. This refund will be determined by management. Should we find there to be self-inflicted damage by the purchaser, there will be no refund and we will repair the item for a cost to be determined by the damage measured, for the purchasers cost.

We will immediately notify you on the status of your refund after the technical team has completed the inspection of the item. If your return is approved, we will initiate a refund to your credit card.

You will receive the credit within 5 working days, depending on your card issuer's policies.

Shipping

You will be responsible for paying for your own shipping costs for returning your item, and shipping costs are non-refundable.

If you receive a refund, the cost of return shipping will be deducted from your refund.

Contact Us

If you have any questions on how to return your item to us, contact us.

Shipping Policy:

Thank you for visiting and shopping at GU Auto Tech Inc. The below information highlights the terms and conditions that constitute our Shipping Policy.

Domestic Shipping Policy

Shipment processing time:

All orders are processed within 2-3 business days, and orders will not be shipped or delivered on weekends or holidays.

If we are experiencing a high volume of orders, shipments may be delayed by a few days. Please allow additional days in transit for delivery. If there will be a significant delay in shipment of your order, we will contact you via email or telephone.

Shipping rates & delivery estimates

Shipping charges for your order will be at your own expense and will need to be collected from:

19500 S Rancho Way, Suite 106 Rancho Dominguez, CA 90220

GU Auto Tech Inc. does not take responsibility for shipping your selected item. Once we have received your order and payment, we will notify you of the collection date with weights and dimensions of your order.

Please notify us with at least 1 days notice before collection, and provide us with all courier/shipping details. Delivery delays can occasionally occur.

We do NOT ship to P.O. boxes or APO/FPO addresses.

Customs, Duties and Taxes

GU Auto Tech Inc. is not responsible for any customs and taxes applied to your order. All fees imposed during or after shipping are the responsibility of the customer (tariffs, taxes, etc.).

Damages

GU Auto Tech Inc. is not liable for any products damaged or lost during shipping. If you received your order damaged, please contact the shipment carrier to file a claim.

Please save all packaging materials and damaged goods before filing a claim.

International Shipping Policy

We currently do not ship outside the U.S.