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Shipping/Delivery Policy:

Carolina Custom Air, LLC is a service based company. Parts that are ordered specifically for your unit(s) through the distribution companies are delivered by our technicians in our company vehicles. We do not sell product to be shipped or delivered unless special arrangements are made through management.

Returns/Refunds:

Parts:

Carolina Custom Air, LLC is a service based company. Parts are only replaced on a unit after a certified technician has seen the unit(s) and diagnosed the problem(s). Our office will reach out to you with an explanation of what needs to be done to fix your unit, along with a price for this service. No parts will be ordered until the quote has been approved by the homeowner or the business owner. If the part is under warranty then the replacement part will be under a warranty from the distributor. If it is not and you are paying for the part replacement we will hold the distributor to their stated return/refund policy (generally 30 days). Outside of that, Carolina Custom Air does not offer a return/refund policy. We do stand behind our workmanship 100% but the parts would fall under the policy of the distributor.

Units:

Carolina Custom Air, LLC offers many industry leading HVAC systems to homeowners and business owners. Because we are a service based company offering installation of HVAC equipment, there is not return/refund of these units. The manufacturers of the units offer limited warranties on parts (generally 1-10 years). Carolina Custom Air offers a labor warranty for 1 year after installation of a new unit. We stand behind our workmanship 100%. If there is ever an issue with the performance of a unit based on the workmanship of our technicians during installation, the repair would be covered 100% during that first year.

Privacy Notice

Effective Date: January 1, 2018

This privacy notice discloses the privacy practices for Carolina Custom Air, LLC and our website; <http://www.carolinacustomair.com> . This privacy notice applies solely to information collected by this website, except where stated otherwise.

Information Collection, Use, and Sharing

We are the sole owners of the information collected on this site. We only have access to/collect information that you voluntarily give us via email or other direct contact from you. We will not sell or rent this information to anyone.

We will use your information to respond to you, regarding the reason you contacted us. We will not share your information with any third party outside of our organization, other than as necessary to fulfill your request, e.g., to ship an order.

Unless you ask us not to, we may contact you via email in the future to tell you about specials, new products or services, or changes to this privacy policy.

Your access to and control over Information

You may opt out of any future contacts from us at any time. You can do the following at any time by contacting us via the email address or phone number provided on our website:

- See what data we have about you, if any.
- Change/correct any data we have about you.
- Have us delete any data we have about you.
- Express any concern you have about our use of your data

Sharing

We partner with another party to provide credit card payments. When the user signs up for these services, we will share names, or other contact information that is necessary for the third party to provide these services. These parties are not allowed to use personally identifiable information except for the purpose of providing these services.

Security

We take precautions to protect your information. When you submit sensitive information via the website, your information is protected both online and offline.

Wherever we collect sensitive information (such as credit card data), that information is encrypted and transmitted to us in a secure way. You can verify this by looking for a closed lock icon at the bottom of your web browser, or looking for "https" at the beginning of the address of the web page.

While we use encryption to protect sensitive information transmitted online, we also protect your information offline. Only employees who need the information to perform a specific job (e.g. billing or customer service) are granted access to personally identifiable information. The computers/servers on which we store personally identifiable information are kept in a secure environment.

If you feel that we are not abiding by this privacy policy, you should contact us immediately via telephone at 843-216-8277 or via email at hvac@carolinacustomair.com. #