

1. Our build time it is not a set time, orders may be delayed if rush orders are in and/or if refits are entering the queue. The best way to do it if you have a deadline it is to use the rush build option.
2. General industry standards are use every time for each item when tested and inspected. We cannot be assured a 100% that micro-bubbles would show in each shell.
3. Some discoloration may occur due to the nature of the color of the cables. The cord may turn green also because the clear color of it.
4. We do not offer a warranty for the cords, although we guarantee that it will not com dead on arrival (DOA). If you need a replacement you can purchase one with advanced ears.
5. Due to different size and/or shape of people's ears, there will be cases where we will be unable to offer recessed sockets.
6. When purchasing our products you are agreeing not to hold advanced ears responsible for any damage to your ears or the ability to hear after using our products.
7. You as a customer are being held responsible for local import-export fees or taxes. All forms to be filled, should be filled out properly and accurate.
8. Because of the many variables that take part in creating a custom product, sometimes the need for a refit is inevitable. We will refit your product or rebuild your set at our discretion. Us orders with a need for refitting must be sent back 30 days from the day you receive your product to receive fit guarantee. International customers must send their order back in 45 days post receipt of the order. Advanced ears do not cover the cost of shipping to our lab. Advanced ears will cover the cost of shipping the refitted earphone from the lab back to the customer.
9. We, as a custom-fit product company, are unable to offer refunds after the product is complete. Any valid refund would take place if it is before the piece had been created.
10. On all rush orders, the 7-business day timeline does not come into effect until we have received your order form, complete impressions and full payment. Changes made after initial payment may stall your order accordingly.
11. Refunds due to color and sound: we do not offer refunds due to final color of shell, faceplate or sound signature preferences.
12. Advanced eras will offer a 90 days warranty, the customer covers all shipping costs to advanced ears during warranty repair. Advanced ears will cover the return shipping costs to the customer.

SIGNATURE: _____

PRINT NAME: _____

DATE: _____