



Return & Refund Policy

EFFECTIVE DATE: AUGUST 13, 2026

15-DAY RETURNS APPLY ONLY TO APPROVED PHYSICAL PRODUCTS. MAIL-IN SERVICES, DIGITAL PRODUCTS, AND CUSTOM-PROGRAMMED ITEMS ARE NOT COVERED.

Please read this policy carefully before purchasing. By placing an order through ModuleBarn.com, you acknowledge and agree to the terms below.

1. Eligible Physical Products

Our 15-day return policy applies only to eligible physical products purchased directly from ModuleBarn.com, including:

- Electronic control modules
- Fuse boxes and fuse panels
- Wiring harnesses
- Other eligible physical automotive parts

A return request must be submitted within 15 calendar days of the original purchase date. All returns require prior written authorization from ModuleBarn.com.

2. Return Authorization Is Required

Before returning any item, you must contact us through the ModuleBarn.com Contact Us page. Please include:

- Your name and order number
- Product or part number
- Reason for requesting the return
- Photographs of the item, connectors, labels, and packaging
- Any relevant diagnostic information

Contacting us does not guarantee that a return will be approved. ModuleBarn.com reserves the right, in its sole discretion and subject to applicable law, to approve or deny any return request based on the circumstances, product condition, and compliance with this policy.

Products returned without prior written authorization may be refused and returned to the customer at the customer's expense.

3. Mail-In Services and Digital Products

The 15-day return policy does not apply to:

- Mail-in programming, testing, diagnostic, repair, or modification services
- Calibration updates and DOD/AFM disable services
- Labor or other completed services
- Digital downloads, tune files, calibration files, or other electronically delivered products

Mail-in services and digital products are generally final sale once the service has begun or the digital product has been delivered or accessed. Purchasing a mail-in service does not mean that the customer is purchasing a replacement module.

Any physical product that has been specially programmed, VIN-matched, modified, or customized for a customer may also be considered final sale unless ModuleBarn.com determines that the product was defective or incorrectly prepared.



4. Used OEM Product Condition

Unless a listing specifically states otherwise, the modules and automotive parts sold by ModuleBarn.com are used, recycled, inspected, and tested OEM products - not brand-new parts.

Used automotive components may have normal cosmetic wear, including:

- Grease, dust, or dirt
- Scratches, scuffs, or discoloration
- Paint-marker or salvage-yard writing
- Labels, inventory markings, or identification numbers
- Minor surface corrosion, staining, or other blemishes consistent with prior use

Normal cosmetic wear does not mean an item is defective and is not an acceptable reason for a return. Returns based on an assumption that a used OEM product would arrive in brand-new cosmetic condition will not be accepted.

5. Customer Ordering Errors

Customers are responsible for confirming the correct part number, module type, connector style, vehicle compatibility, and programming requirements before ordering.

Returns will generally not be accepted when:

- The customer ordered the wrong product or part number
- The customer ordered more items than needed or no longer needs the item
- The vehicle was incorrectly diagnosed
- The customer or installer failed to verify compatibility
- The item was purchased based on an assumption that it was brand new
- A different vehicle problem was incorrectly blamed on the purchased module

If you are unsure whether a product is correct for your vehicle, please contact ModuleBarn.com before placing your order.

6. Required Return Condition

To qualify for consideration, an approved return must be received in substantially the same condition in which it was shipped. A return may be denied if the product:

- Has been opened, disassembled, modified, or tampered with
- Has broken seals, removed labels, or altered identification numbers
- Has been damaged during installation or removal
- Shows evidence of incorrect wiring, excessive voltage, short circuits, water intrusion, fire, or overheating
- Has bent, broken, corroded, or damaged connector pins not present when shipped
- Is missing components, packaging, or included accessories
- Is not the same item originally shipped by ModuleBarn.com

ModuleBarn.com may inspect and test any returned product before determining whether a refund, replacement, exchange, or other resolution will be offered.



7. Return Shipping

In most cases, the customer is responsible for all return shipping costs.

Approved products must be securely packaged and returned using a trackable shipping method. Shipping insurance is strongly recommended. The customer is responsible for the product until it is delivered to and accepted by ModuleBarn.com.

ModuleBarn.com is not responsible for items lost or damaged during return shipping. Returns sent postage-due or cash-on-delivery may be refused.

Original shipping charges, expedited shipping charges, and other delivery-related fees are generally nonrefundable. Different terms may apply if ModuleBarn.com determines that it shipped the wrong product or if otherwise required by law.

8. Restocking Fee

All approved returns are subject to a 20% restocking fee, unless prohibited by applicable law.

The restocking fee will be calculated using the purchase price of the returned physical product. Original shipping charges, programming charges, service charges, digital-product charges, and other nonrefundable fees will not be included in the refund.

9. Refund Processing

No refund will be issued until the returned product has been received, inspected, and approved by ModuleBarn.com.

If approved, the refund will generally be issued to the original payment method, less the applicable 20% restocking fee and any nonrefundable charges. Financial institutions may require additional time to post the refund.

ModuleBarn.com may deny a refund or reduce the refund amount if the returned item does not comply with this policy or has been damaged, altered, or returned incomplete.

10. Incorrect, Damaged, or Potentially Defective Products

If you believe you received the wrong item, shipping damage, or a potentially defective product, contact ModuleBarn.com before removing labels, opening the product, attempting repairs, or returning it.

A diagnostic trouble code or vehicle symptom by itself does not prove that an ECM or other electronic module is defective. Wiring problems, power or ground issues, sensors, connectors, communication-network faults, programming problems, and incorrect diagnosis can create symptoms that appear to be caused by a module.

ModuleBarn.com may require photographs, diagnostic information, professional installation records, or additional testing before approving a return or other remedy.

11. Limitation of Responsibility

To the fullest extent permitted by applicable law, ModuleBarn.com's responsibility under this return policy will not exceed the amount paid for the affected product.

ModuleBarn.com is not responsible for diagnostic charges, programming expenses, installation or removal labor, towing, rental vehicles, storage fees, vehicle downtime, loss of use, lost profits, or incidental or consequential expenses related to the purchase, installation, removal, testing, or return of a product.

Nothing in this policy is intended to exclude or limit any consumer right or remedy that cannot legally be excluded or limited.

12. Policy Acceptance

By completing a purchase through ModuleBarn.com, the customer confirms that they have reviewed and accepted this Return and Refund Policy, including the 15-day limitation, exclusions for services and digital products, used-OEM condition disclosure, return-authorization requirement, customer return-shipping responsibility, and 20% restocking fee.