

Custom Item Definition - What It Is and How It Works

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Understanding Custom Order Items at MicroSolv – What Customers Need to Know

Certain products offered by MicroSolv are labeled as Custom Order Items, meaning they are made specifically for an individual customer's needs or sourced only upon request. These products differ from standard catalog items in terms of availability, cancellation rules, and return eligibility.

Knowing how Custom Orders work helps ensure smooth purchasing and prevents unexpected delays or restrictions.

What Is Considered a Custom Order Item?

A product may be classified as a Custom Order Item under the following conditions:

1. Made Specifically for You

Some items are manufactured to unique specifications, configurations, dimensions, or requirements provided by the customer.

2. Not Stocked Regularly

MicroSolv may not keep these items on hand due to low demand, special handling requirements, or specialized sourcing.

This means these items are produced or acquired only after an order is placed.

How to Identify a Custom Order Item

Custom Order Items are typically identified in one of the following ways:

- A product listing that includes the term "Custom" or "Custom Order"
- Notes in the item description indicating non-standard or special sourcing
- Items available only by request, not listed directly in the online catalog

If there is uncertainty, customers should reach out to Customer Service for clarification before placing an order.

Order Conditions & Restrictions

Because these items are specially manufactured or sourced, MicroSolv applies stricter purchasing rules:

Non-Cancellable

Once the order is placed, a Custom Item cannot be canceled, as production or sourcing begins immediately.

Non-Returnable

Custom Order Items cannot be returned, unless there is a verified manufacturing defect.

No Reselling

To maintain product quality and traceability, MicroSolv does not resell Custom Items, which further prevents accepting returns.

These policies ensure product integrity and protect customers from receiving re-circulated specialty items.

Additional Requirements & Considerations

Custom Order Items may also include:

Minimum Order Quantities (MOQ)

Some special-order items have minimum purchase requirements.

Longer Lead Times

Production or sourcing time may extend delivery schedules compared to stocked catalog items.

Because these items are made-to-order, manufacturing or procurement timelines vary.

When to Contact Customer Service

Customers should reach out if:

- They are unsure whether an item is classified as “Custom”
- They want to understand lead times or MOQs
- They need help with ordering a non-catalog or specialty product

We are available to help clarify product categories and ensure accurate ordering.

Conclusion

Custom Order Items are specialized products that MicroSolv manufactures or sources specifically for individual customers. These products may involve longer lead times, minimum order quantities, and strict policies regarding cancellation and returns.

Understanding these conditions ensures smooth purchasing workflows and prevents unexpected issues.



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