

## Custom Item Definition - What It Is and How It Works - FAQ

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Some products listed on our website—and others available by special request—are designated as Custom Items. Here's what that means and what you should know before placing an order:

### What Is Custom Item status for products?

Custom Items are:

- Made specifically for you, based on your unique requirements, or
- Not regularly stocked by MICROSOLV and sourced or manufactured upon request.

Because these items are tailored or specially sourced, they are non-cancellable once ordered and non-returnable, unless there is a verified manufacturing defect.

### How to Identify a Custom Item

- These items are typically marked as “Custom” or include “Custom Order” in the product name or description.
- Items not listed on our website but available by request may also be considered Custom Items.

### Additional Information

- Minimum Order Quantities (MOQs) may apply.
- Longer lead times are common, as these items are not kept in stock.
- To maintain product integrity, Custom Order Items are never resold, which is why returns are not accepted.

If you have questions about whether a product is a Custom Item or need help placing a request, our team is happy to assist.