



## What does it mean when an item is marked as a Custom Order item – FAQ

**Definition:** Items that are made to order for you or items not inventoried by MicroSolv are classified as Custom Order Items. These items must be ordered with a non-cancellable purchase order, and they cannot be returned for any reason other than a manufacturing defect.

Custom Order items can sometimes be found on our website and are marked Custom and/or include the terms “Custom Order” in the description or as additional information on the product’s webpage page. Any item that is not listed on our website may be considered Custom.

Also, Custom Order Items may warrant a minimum order quantity (MOQ) and in some cases, may have a longer lead time. Many Custom Items are non-returnable to protect the integrity of the product line so that the item will never be resold.

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