

OMEGA Customer FAQs

Q: Can I cancel my order?

A: Once your order has been placed, it will ship. If you still need to cancel after the part has arrived, please follow the return/refund process.

Q: How can I track my order?

A: Contact Ashley Kyle via phone at (615) 257-5792 or email at akyle@carlex.com to track your order. Phone calls and emails will be replied to within 24 hours.

Q: When should I expect my order?

A: An estimated delivery time will be provided at the time of order.

Q: Do you offer same-day delivery?

A: Due to our single distribution center in Lebanon, TN, we offer same day shipment. Arrival time will vary based on your location. Expedited shipping is available at an additional cost.

Q: What is the return and refund policy/procedure?

A: For the fastest RETURN for a full REFUND, call Ashley Kyle 615-257-5792 the same or next day of the shipment (ideally within 48 hours or 2 business days). Carlex reserves the right to refuse or deny a refund if any of the outlined information is not provided.

Q: How long do I have to submit a return or refund?

A: 30 days from the order date

Q: Can I refuse a damaged or broken part?

A: Yes, at the time of receipt tell the delivery agent the part is damaged and unusable. Sign the shipper confirming the damage and have the delivery agent sign as well.

Q: What are the payment terms?

A: All products will be paid for in full at time of order.

Q: What forms of payment do you accept?

A: Visa, Mastercard, or Amex.

Q: What are your shipping fees?

A: Shipping fees are calculated at time of order based on delivery location and shipping rate.

Q: Will you deliver to a residential address?

A: Yes, additional freight charges for residential shipments may apply.