



Single Tune Rules:

- Tune must be completed within 30 days of when the first tune file is sent. If there are any delays on our side you will be given those additional days added on. There are some cases where our Calibrator may be on the road tuning or at an event and can delay the response time. Again those days would be added on top of your 30 day window.
- If you know that you will not be able to finalize the tune within 30 days please let us know and we will not send the tune file until you are ready. There is NO TIME FRAME on when you can request your tune, the 30 day window is from the day we send the first tune file.
- If a tune is not completed within 30 days from the time the first tune file is sent, there will be a **\$50.00** reinitialization charge to pick up where we left off.
- If you add any upgrade to your vehicle or remove any upgrades (go back to stock) during the single tune window you will need to purchase another single tune or upgrade to our unlimited tune (discounted on our website for single tune customers). Example: You have Intake/Intercooler/Exhaust and you add a wastegate actuator. Single tunes are for ONE fuel and ONE configuration only.

Unlimited Tune Rules:

- Tunes must be completed within 30 days of when the first tune file is sent. If there are any delays on our side you will be given those additional days added on. There are some cases where our Calibrator may be on the road tuning or at an event and can delay the response time. Again those days would be added on top of your 30 day window.
- If you know that you will not be able to finalize the tune within 30 days please let us know and we will not send the tune file until you are ready. There is NO TIME FRAME on when you can request your tune, the 30 day window is from the day we send the first tune file.
- If a tune is not completed within 30 days from the time the first tune file is sent, there will be a **\$50.00** reinitialization charge to pick up where we left off.
- If you add any upgrades to your vehicle while we are in the middle of the tune process your 30 day window will reset to 0 and you will have a new 30 day window to complete the tune.
- Removing upgrades and requiring a new tune will be charged the same **\$50.00** reinitialization fee. We only support tuning for the continual quest for more power. So if you start off stock, upgrade all the way to a big turbo and full bolt-ons, then want to go back to stock turbo, you will be charged this fee. This applies to any component that is reverted back to stock that requires a re-tune (Turbocharger, Downpipe, Intercooler, Wastegate). Only exception is if you have a component failure and are forced to revert to any stock component. This is out of your hands and you will not be punished for it.

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Accessport / Car Rules:

- If you sell your Accessport, the tune will not be transferred to the new owner. They will need to purchase their own single or unlimited tune.
- If you purchase an Accessport that has one of our tunes on it, you CANNOT use this tune for your vehicle. You will need to purchase your own single or unlimited tune.
- If you sell your Accessport and later on buy another Accessport and want duplicates of your previous tunes made for the new Accessport serial number, you will be charged the **\$50.00** reinitialization fee.
- If your Accessport is stolen, you will need to provide a police report, or a picture of the vandalism in order to have your tunes duplicated for a new Accessport. Additionally if you have a police report Cobb will approve us to give you a discount on a new Accessport.
- If you sell your vehicle and purchase another vehicle later and want to tune it, you will need to purchase another single or unlimited tune. Your previous purchase does not cover a whole new vehicle.

Tuning Agreement:

- Once you place your order you will receive an order confirmation email with instructions on how to start the tuning process. Keep all of the above in mind when sending your tune request email. Once we receive your tune request and send you a tune file there will be no option to cancel or get a refund.
- We have the right to deny any customer tuning service for any reason. If we deny your tuning service before we send you the first tune file you will be refunded 100% in full.
- If we have started the tune process and your car has constant hardware or engine problems we will not continue to tune the vehicle. We can help diagnose but we are limited on what we can diagnose through email. If it is decided that your vehicle has too many problems the tuning process will be terminated until it is fixed. 30 day window applies.
- There are some products that we will not tune for without a *release of liability waiver* signed. This will be discussed before a tune file is sent. If you do not agree to signing the *release of liability waiver* your order will be refunded in full.
- We have set limits for stock engine maximum torque and power output. A *release of liability waiver* will need to be signed by the customer if they request a tune to push the limits beyond the recommended limit of the factory engine.
- Built engine customers will have to sign the *release of liability waiver* if the engine was not supplied by TunePlus, Inc. It states that we are not liable for any engine failures caused by poor engine machining or assembly.
- TunePlus, Inc Built engine customers will be tuned to 550whp on any 2.0/2.3L Ecoboost Engine (Focus RS/Ecoboost Mustang/Focus ST) supplied by us. If you would like to go beyond the 550whp limit set for these engines, you will need to sign the *release of liability waiver*. If you have questions please email tuning@adamtuned.com before purchasing an engine.

