

Refund Policy

Deposit Refunds

\$20 Booking Deposit:

- **Non-refundable** once work begins
- **Full refund** if we cancel or cannot complete scheduled work
- **50% refund** if customer cancels with 24+ hours notice
- **No refund** for same-day cancellations or customer no-shows

Service Refunds

Satisfaction Guarantee:

- Customers who purchased "Completion Guarantee" add-on (\$85): We'll return to fix any issues within 48 hours at no charge
- Customers without guarantee: Return visits subject to minimum \$75 service call fee
- Partial refunds considered for incomplete work due to weather or unforeseen circumstances
- No refunds for completed work that meets agreed specifications
- Material costs are never refundable (customer purchased)

Work Quality Issues:

- Contact us within 24 hours of service completion for any concerns
- We'll assess the issue and provide appropriate resolution
- Resolution may include rework, partial refund, or service credit

Refund Process

How to Request:

- Contact us within 24 hours of service completion
- Provide specific details about the issue or concern
- Allow us opportunity to inspect and resolve the problem

Processing:

- Refunds processed within 5-7 business days
- Refunds issued to original payment method only

- Service credits may be offered for future work

Non-Refundable Items

- Customer-provided materials
- Work completed to agreed specifications
- Damage caused by customer-provided defective materials
- Changes in customer preferences after work completion