

DEPOSITS, CANCELLATIONS, AND RESCHEDULE POLICY

DEPOSITS

A deposit amounting to **30%** of your total estimate will be required when booking an appointment. This deposit will be applied toward the final cost of your repair the day of your appointment.

CANCELLATION AND RESCHEDULE

Please understand that appointment times are limited. If you must cancel or reschedule your appointment, we respectfully **request 48 hour notice by phone message, email, or text**. Cancellations and rescheduling of your appointment must be done no less than 48 hours **Before** your scheduled appointment, at which time your deposit is 100% refundable.

Cancellations/reschedules made with less than 48 hours' notice of your scheduled appointment will result in a **non-refundable deposit**. We are happy to reschedule your appointment **one (1)** time and apply your deposit toward your future appointment. We understand that unforeseen circumstances may arise, and we will do our best to accommodate rescheduling requests whenever possible. If cancelled a second time, the deposit will be forfeited, and a new deposit must be made to schedule.

Deposits for appointments scheduled less than 48 hours (2 days) till the scheduled appointment time will be **non-refundable** and subject to the same guidelines as cancellations made within 48 hours.

LATE POLICY

We will hold your appointment for **15 minutes**. After that, we may not be able to accommodate you. In this case, your deposit is **non-refundable** and is subject to the same guidelines as cancellations made within 48 hours. Your appointment will need to be rescheduled.

NO SHOW

All no-shows result in a non-refundable, forfeited deposit. A new deposit must be made to reschedule.

Our goal is to provide quality service and superior repair to all our clients in a timely manner. No shows, late arrivals, and cancellations inconvenience not only our technicians, but our other clients as well. Because your appointment means that we have reserved time in our schedule exclusively for you, we appreciate your understanding and cooperation in adhering to this policy as we aim to protect the time of our dedicated technicians and clients.