

CANCELLATION POLICY

Date limit for cancelations: 3 days previous to the appointment date.

You can cancel your installation appointment for free up to 3 days before the appointment's date. If you do, the system will notify your Tech. No penalty or deduction will be applied.

If you cancel after the date limit a penalty or deduction for the cancelation fee will be applied in the amounts described below.

2 days previous appointment date: Penalty or deduction of 20% of the total amount.

1 day previous appointment date: Penalty or deduction of 50% of the total amount.

Same-day appointment date: Penalty or deduction of 100% of the total amount.

REFUND POLICY

1. You are entitled to receive a total amount refund in the event of our technicians missed the appointment date due to any reason but any ***Force majeure¹*** and/or ***God's act²***.

2. We will not refund any amount of money if the installation or service could not be completed due to any reason beyond our responsibility. For instance, but not limited to, No conditions ready to perform the job in a proper or safe way due to wrong preexisting installations and/or other conditions that could prevent the right outcome from installations, defective valves and/or other device-related the installation's scope.

We will charge you a fee of 20% of the total amount for rescheduling the service appointment, in any event that falls in point number 2.

1. Any human or technical failures such as acts of war, terrorist activities, labor disputes, accidents, traffic congestion in the access ways, or interruption or failure of electricity or communications systems.
2. Such as floods, earthquakes, hurricanes, etc.