



## Refund Policy

**[Houston Protection Services LLC]**

**Effective Date: [06/21/2021]**

**Introduction: This Refund Policy outlines the terms and conditions under which [Houston Protection Services LLC] will provide refunds for security services purchased by the customer.**

### **General Refund Policy:**

- **No Refunds for Used Services:**  
Once security services have commenced, no refunds will be provided for any unused portion of the contract period, unless otherwise specified in a written agreement with [Houston Protection Services LLC].
- **Cancellation Notice Period:**  
To be eligible for a refund, a customer must provide written notification of cancellation at least [30] business days prior to the next billing cycle.

### **Specific Refund Scenarios:**

- **Early Termination:**
  - If a customer chooses to terminate a security contract before the agreed-upon term, they may be eligible for a partial refund, calculated as follows:
    - **Full Refund:** If cancellation occurs within [24] Hours of contract signing, a full refund will be provided, minus any administrative fees.
    - **Partial Refund:** If cancellation occurs after [15] days, a prorated refund may be provided based on the remaining contract term, minus any applicable cancellation fees.
- **Service Disruption:**

- If [Houston Protection Services LLC] experiences significant service disruptions beyond its control, resulting in a substantial interruption of security services, a prorated refund may be provided for the affected period, subject to review on a case-by-case basis.
- Non-Performance:
  - If [Houston Protection Services LLC] fails to provide agreed-upon security services due to its negligence, the customer may be eligible for a partial or full refund, depending on the severity of the issue and the time period of non-performance.

#### **How to Request a Refund:**

- All refund requests must be submitted in writing to [info@houstonprotectionservicesllc.com] or [485 County Road 5001 Cleveland TX 77327].
- The customer must provide their contract details, reason for cancellation, and desired refund amount.
- [Houston Protection Services LLC] will review the request and provide a decision within [30] business days.

#### **Exceptions to Refund Policy:**

- Non-Payment: No refunds will be issued for non-payment of security services.
- Security Breach: If a security breach occurs due to customer negligence or violation of security protocols, no refund will be provided.

**Governing Law:** This Refund Policy shall be governed by and construed in accordance with the laws of [Texas].

#### **Contact Information:**

**If you have any questions regarding this Refund Policy, please contact**

[Houston Protection Services LLC] at

[832-503-3801] or [info@houstonprotectionservicesllc.com].

