

CANCELLATION POLICY

Paladin Defense Group, Inc.

Effective Date: January 1, 2026 | Document Owner: PDGHQ, G9 Department
Business Development & Outreach Division

1. PURPOSE & SCOPE

At Paladin Defense Group, Inc. (PDG), we recognize that unforeseen circumstances may require schedule adjustments. This policy establishes clear, equitable terms for cancellations, rescheduling, and refunds across all PDG service engagements — protecting both the client and our operational commitments.

This policy applies to all clients, including Federal Government, State and City Government entities, Non-Profit Organizations, corporate clients, and private individuals engaging PDG for security, training, advisory, or mission support services.

2. CANCELLATION TERMS AT A GLANCE

NOTICE PERIOD	TERMS & FEE
72+ Hours in Advance	Full cancellation — no penalty. Refund issued in full (if applicable).
Within 72 Hours	15% cancellation fee deducted from total service cost.
No-Show / No Notice	Full service cost may be charged. No refund issued.

3. CANCELLATION & REFUND TERMS

3.1 Standard Cancellation

- **72-Hour Notice Required** – All cancellations must be submitted at least 72 hours prior to the scheduled start date and time of the contracted service.
- **Timely Cancellation** – Cancellations received with 72 or more hours of notice will be processed without penalty. Where a prepayment has been made, a full refund will be issued.

3.2 Late Cancellations

- **Cancellations Within 72 Hours** – Cancellations submitted within 72 hours of the scheduled service commencement will be subject to a 15% cancellation fee, calculated against the total contracted service value.
- **Fee Rationale** – This fee reflects the administrative, logistical, and personnel preparation costs already incurred by PDG in advance of service delivery.

3.3 No-Show Policy

- **Failure to Appear** – If a client fails to appear for a scheduled service and has not provided advance notice of cancellation, the full cost of the service may be charged in its entirety.
- **Repeat No-Shows** – Clients with a pattern of no-shows may be subject to prepayment requirements for future engagements at PDG's sole discretion.

4. RESCHEDULING POLICY

PDG understands that operational schedules can shift. Clients are encouraged to reschedule rather than cancel whenever feasible.

- **Advance Rescheduling (72+ Hours)** – Clients may reschedule any service without penalty, provided the request is submitted at least 72 hours prior to the original service date. Rescheduled dates are subject to availability.
- **Late Rescheduling (Within 72 Hours)** – Rescheduling requests submitted within 72 hours of the service date will be accommodated subject to resource availability and may incur an administrative fee to offset scheduling disruption costs.
- **How to Reschedule** – Submit rescheduling requests via the PDG Contact Form at paladin-defense.us/contact-us or through your designated PDG point of contact.

5. REFUND PROCESS

- **Processing Timeframe** – Approved refunds will be processed within 5–7 business days of cancellation confirmation and returned to the original payment method on file.
- **Partial Refunds** – For cancellations subject to the 15% cancellation fee, the net refund amount will reflect the deduction of said fee from the total prepaid amount.
- **Non-Refundable Costs** – Any third-party costs incurred by PDG on behalf of the client (travel, lodging, equipment procurement, subcontractor fees, etc.) are non-refundable regardless of cancellation timing, unless expressly agreed otherwise in the client's Statement of Work or Service Agreement.

6. GOVERNMENT & CONTRACTUAL ENGAGEMENTS

For Federal, State, or Municipal Government clients operating under a formal contract (e.g., task order, delivery order, BPA, or IDIQ vehicle), cancellation and modification terms outlined in the governing contract take precedence over this general policy.

Where **NO** specific contract terms exist, this policy applies in full.

PDG holds the following registrations applicable to government contracting:

- **Federal UEI:** PRPBJD1K5EU5
- **CAGE Code:** 7DHF7
- **VOSB Verification:** VSBC-52457747289

7. FORCE MAJEURE & EXTENUATING CIRCUMSTANCES

PDG reserves the right to waive or modify cancellation fees in the event of documented extenuating circumstances, including but not limited to: natural disasters, declared states of emergency, active military deployment orders, or catastrophic events beyond the client's control. Waiver requests must be submitted in writing with supporting documentation to the G9 Department for review.

8. CANCELLATION SUBMISSION & CONTACT

All cancellation and rescheduling requests must be submitted through one of the following channels:

- **Online Contact Form:** <https://paladin-defense.us/contact-us>
- **Email:** Contact your assigned PDG Account Manager or G9 Business Development representative.
- **Reference:** Please include your contract number, service date, and client name in all cancellation communications.

9. CLIENT ACKNOWLEDGEMENT

By booking, contracting for, or receiving PDG services, the client acknowledges that they have read, understood, and agreed to the terms set forth in this Cancellation Policy. This policy is subject to change; the current version is always available upon request from the PDG G9 Department or via official PDG communications.

Approved By:

Executive Director, Operations Department
Paladin Defense Group, Inc.