

## **Cancellation Policy – Paladin Defense Group, Inc.**

At **Paladin Defense Group, Inc.**, we understand that unforeseen circumstances may arise, requiring schedule adjustments. To ensure fairness and operational efficiency, we have established the following **cancellation policy**:

### **Cancellation & Refund Terms**

- **72-Hour Notice Required** – Cancellations must be made at least **72 hours prior to the scheduled start date** of the service.
- **Late Cancellations** – Cancellations made **within 72 hours of the scheduled start date** will be subject to a **15% cancellation fee** based on the total service cost.
- **No-Shows** – If a client fails to provide notice and does not attend the scheduled service, the full cost of the service may be charged.

### **Rescheduling Policy**

- Clients who need to reschedule may do so **without penalty**, provided that the request is made **at least 72 hours in advance**.
- Rescheduling requests made **within 72 hours of the service date** will be subject to availability and may incur additional administrative fees.

### **Refund Process**

- Refunds (if applicable) will be processed within **5-7 business days** to the original payment method.
- The **15% cancellation fee** (for cancellations within 72 hours) will be deducted from the total refund amount.

By booking our services, clients acknowledge and agree to the terms outlined in this **Cancellation Policy**.

For cancellations or rescheduling, please contact us through the [Contact Form](#)