

Cancellation Policy for Younans towing

1. Cancellation Requests:

- Customers must submit cancellation requests by contacting our towing company's designated cancellation hotline or customer service representatives.

- The cancellation request should include the customer's name, contact information, service details, and reason for cancellation.

2. Cancellation Timeframes and Charges:

- Cancellations made 1 hour in advance of the scheduled towing service will not incur any cancellation charges.

- Cancellations made after the tow truck has been dispatched may incur the full cost of the service (%100 GOA)

3. Rescheduling:

- If a customer wishes to reschedule their towing service, we will make every effort to accommodate their request based on availability.

- Rescheduling requests should be made as early as possible to increase the chances of availability and avoid cancellation charges.

4. No-Show Policy:

- If a vehicle is not present at the agreed-upon location at the scheduled time without prior cancellation or rescheduling, it will be considered a no-show.

- No-shows are considered cancellations and therefore incur the full cost of the service (%100 GOA)

5. Refunds:

- Refunds for cancellations made within the eligible timeframe will be processed according to our

refund policy.

- Refunds will be issued using the original payment method or through an alternative agreed-upon method.

6. Communication:

- It is the customer's responsibility to ensure that the cancellation request has been acknowledged and confirmed by our towing company.

- We will provide confirmation of the cancellation, any applicable charges, and refund details via email or other agreed-upon communication channels.

7. Modifications or Termination of Policy:

- Our towing company reserves the right to modify or terminate this cancellation policy at any time. Any changes will be communicated to customers in advance.