

Cancellations and Refunds

Last updated: September 2026



BlueEdge Technical Services LLC aims to provide fair and transparent cancellation and refund arrangements while recognising the costs incurred in mobilising technicians, procuring materials and commencing customer-specific works.

1. Cancellation Before Work Commences

A customer may request cancellation before work has commenced by contacting BlueEdge.

Where no work has commenced and BlueEdge has not incurred non-recoverable costs, any amount paid in advance will be eligible for refund.

BlueEdge may deduct reasonable and documented costs already incurred specifically for the customer's work, including specially ordered or non-returnable materials, third-party charges or agreed mobilisation costs, to the extent permitted by applicable law.

2. Cancellation After Work Has Commenced

Where the customer cancels after work has commenced, the customer will remain responsible for:

- work properly performed up to the cancellation date;
- materials supplied or specifically procured for the project;
- non-refundable third-party costs reasonably incurred; and
- any other amounts properly due under the accepted quotation or contract.

Any remaining refundable balance will be calculated after these amounts have been deducted.

3. Completed Services

Once an agreed service has been fully and satisfactorily performed, payments for that completed service are generally non-refundable, except where the customer has a refund, rectification or other remedy under applicable UAE law.

4. Defective or Incomplete Services

If a service is defective, incomplete or materially inconsistent with the agreed scope, the customer should notify BlueEdge promptly.

BlueEdge will investigate the matter and, where appropriate, may rectify or complete the service, re-perform the affected work, provide another remedy required under applicable UAE law, or issue an appropriate refund where legally required.

5. Materials and Equipment

Materials or equipment specifically ordered, customised, installed or used for a customer's work are generally not refundable following a customer-requested cancellation unless they are defective, incorrectly supplied or otherwise subject to a mandatory right of return under applicable law.

6. Annual Maintenance Contracts

Cancellation and refund arrangements for an AMC will be governed by the applicable AMC agreement.

Where an AMC is cancelled and a refund is contractually or legally due, BlueEdge may deduct the value of services already provided and any properly incurred non-refundable costs, subject to applicable law.

7. Refund Processing

Approved refunds will normally be processed using the original payment method where reasonably practicable.

Customers will be informed once a refund has been approved. Processing times may vary depending on the payment method, bank or payment service provider.

Where a payment was made by credit or debit card, an approved refund will normally be returned to the same card or account, subject to the payment provider's procedures.

8. Statutory Consumer Rights

Nothing in this Refund & Cancellation Policy excludes, restricts or overrides any mandatory rights available to consumers under applicable laws of the United Arab Emirates.

9. Refund and Cancellation Requests

Requests should include the customer's name, invoice or quotation number, service address and reason for the request and should be submitted to:

Email: info@blueedgetechserve.com

Telephone: +971 52 516 0910

BlueEdge will review the request and communicate the outcome within a reasonable period.