

HomePoint Security LLC Refund PolicyEffective Date: August 2026

At HomePoint Security LLC (“HomePoint Security,” “HomePoint,” “we,” “us,” or “our”), we are committed to providing professional installation services and high-quality security camera systems. By purchasing products or services from HomePoint Security, you acknowledge that you have read and agree to this Refund Policy.

1. Deposits

A deposit is required to reserve an installation appointment.

Deposits are generally non-refundable once an installation appointment has been confirmed. Deposits compensate HomePoint Security for scheduling, administrative work, inventory reservation, equipment preparation, and technician scheduling.

If HomePoint Security cancels an installation or is unable to provide the scheduled installation service, the customer may choose either:

- A full refund of the deposit; or
- To apply the full deposit toward a rescheduled installation.

If the customer cancels, fails to appear, denies reasonable access to the installation location, or is otherwise unable to proceed with the scheduled installation, the deposit may be forfeited.

Nothing in this section limits any refund or cancellation rights required by applicable law.

2. Remaining Balance

Unless otherwise agreed to in writing by HomePoint Security, the remaining balance is due immediately upon completion of the installation.

Once installation has been completed and payment has been received, payments are final and non-refundable except as expressly provided in this Refund Policy or as required by applicable law.

3. Eligible Refunds

A refund may be considered when:

- HomePoint Security is unable to complete the installation for reasons attributable to HomePoint Security;

- HomePoint Security is unable to reasonably correct a verified workmanship issue after being given a reasonable opportunity to inspect and correct the issue; or
- A refund is otherwise required by applicable law.

Before issuing a refund for an installation or workmanship issue, HomePoint Security reserves the right to inspect the installation and attempt to repair, replace, reinstall, or otherwise reasonably correct the issue.

4. Equipment Returns

Installed, opened, activated, configured, or used equipment is generally not eligible for return or refund except where required by applicable law or otherwise approved by HomePoint Security.

Unopened equipment may be eligible for return only if:

- It remains in its original unopened packaging;
- It has not been installed, activated, configured, used, or damaged; and
- HomePoint Security approves the return.

Special-order, custom-order, or customer-requested equipment purchased specifically for a project is non-returnable and non-refundable except where required by applicable law.

5. Manufacturer Warranty and Equipment Issues

Products installed by HomePoint Security are manufactured by third parties and may be covered by the applicable manufacturer's warranty.

Manufacturer defects, hardware failures, firmware or software issues, mobile application performance, third-party service interruptions, and other manufacturer-related issues may be subject to the manufacturer's warranty, policies, and limitations.

HomePoint Security will provide reasonable assistance with diagnosing equipment issues and determining whether repair, replacement, manufacturer warranty service, or another available remedy is appropriate.

A manufacturer-related issue does not automatically entitle the customer to a refund from HomePoint Security.

6. Refund Processing and Limitations

Approved refunds will generally be returned to the original payment method whenever reasonably possible.

Processing times may vary depending on the customer's bank, card issuer, or payment processor.

To the fullest extent permitted by applicable law, HomePoint Security's maximum refund obligation under this policy will not exceed the amount actually paid by the customer for the specific product or installation giving rise to the refund.

Additional provisions concerning installation limitations, customer responsibilities, warranties, cancellations, equipment, liability, and other conditions are contained in HomePoint Security's Terms & Conditions.

7. Policy Changes

HomePoint Security LLC reserves the right to modify this Refund Policy from time to time.

Changes will apply to future purchases, bookings, or services and will not retroactively alter the terms applicable to an existing purchase or installation unless required by applicable law or agreed to by the customer.

8. Contact

Questions regarding this Refund Policy should be directed to:

HomePoint Security LLC
HomePoint Security
homepoint.life

Customers are encouraged to contact HomePoint Security with any questions regarding refunds, cancellations, equipment, or installation services before scheduling an installation or making a purchase.

By purchasing products or services from HomePoint Security, you acknowledge that you have read, understood, and agreed to this Refund Policy.