

Refund & Cancellation Policy

Effective date: 2018-10-29

Mobu Enterprises provides professional design and pre-construction consulting services for custom modular/container homes. We strive for clarity around scope, deliverables, and timelines. This policy explains how refunds and cancellations are handled for our service offerings.

General Principles

- All services include clearly defined deliverables and expected timelines communicated in writing (proposal, order form, or agreement).
- Receipts and confirmation emails are provided for every purchase. Digital deliverables are provided via secure links or email.
- Refund eligibility depends on whether work has begun, third-party consultants have been engaged, and whether deliverables have already been produced.

Service-Specific Terms

1) Pre-Construction Plan (PPCA)

- **Fee:** \$7,500 (one-time), credited toward a subsequent build contract if executed.
- **Deliverables (within 10 business days):** site & zoning preliminary review, two schematic layout options, baseline specification, Class-3 budget range, preliminary schedule, and a lender-ready summary packet.
- **Refunds:** Fully refundable if cancellation is requested *before* any work has begun. Once work starts, the fee covers time and deliverables already provided and is not refundable.

2) Design Development Package

- **Fee:** \$12,500 (one-time).
- **Deliverables:** refined floor plans/elevations, outline specs, coordination notes for structural/MEP engineering, updated budget range.
- **Refunds:** Fully refundable if canceled *before* the kickoff meeting is scheduled. *Non-refundable* after kickoff, as work begins immediately.

3) Engineering & Permit Set Coordination

- **Fee:** typically \$18,000 (price varies by jurisdiction and scope).

- **Deliverables:** coordination and management of third-party licensed engineering and assembly of a plan set suitable for permit submission.
- **Refunds:** *Non-refundable* once third-party consultants are engaged. Any unused pass-through fees will be reconciled back to the client.

4) Design Consult (30 minutes)

- **Fee:** \$250 (one-time).
- **Deliverables:** scheduled video/phone consult; call summary and recommended next steps.
- **Refunds:** Fully refundable if canceled at least 24 hours before the appointment time. Otherwise non-refundable.

5) Project Management Retainer

- **Fee:** \$1,000 per month (subscription).
- **Deliverables:** ongoing pre-build coordination, document routing, lender/inspector scheduling, and monthly status updates prior to a construction contract.
- **Refunds:** Cancel anytime to stop future charges. Billed months are not refundable.

6) Change-Order Payment

- **Fee:** variable (based on scope).
- **Deliverables:** documented change order describing the scope, cost, and schedule impact, countersigned by the client.
- **Refunds:** Per contract terms. *Non-refundable* once materials are ordered or work has begun.

7) Progress Invoice

- **Fee:** variable (milestone billing per contract).
- **Deliverables:** invoice for completed milestones (e.g., foundation, set, rough-in) with evidence of work completion.
- **Refunds:** Per project contract. Progress payments cover completed work and are not refundable.

8) Site Evaluation Visit (Local)

- **Fee:** \$750 (one-time).

- **Deliverables:** on-site access/utility observations, photos, and a short site report with recommendations.
- **Refunds:** Fully refundable if canceled at least 48 hours before the scheduled visit. Otherwise non-refundable.

How to Request a Refund or Cancellation

Email support@mobuenterprises.com or call [833-252-0463](tel:833-252-0463) with your name, project reference, purchase date, and reason for the request. We will review and respond within 2 business days.

Chargebacks & Dispute Handling

We document acceptance of scope, call summaries, deliverables, and timelines to minimize misunderstandings. If a dispute occurs, we will provide evidence of services delivered and work performed as per the applicable agreement.

Policy Updates

We may update this policy from time to time. The effective date will be noted above.

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