



RP EURO WERKS
EUROPEAN VEHICLE SPECIALISTS

A Division of RP Premier Group LLC

REFUND & CANCELLATION POLICY

Effective Date: June 4, 2026

1. Purpose

This Refund & Cancellation Policy explains the rules regarding refunds, cancellations, and adjustments for services performed by RP Euro Werks. We strive to be fair to our customers while protecting the significant time, specialized parts, and resources invested in every repair job.

2. General Rule: No Refunds After Work Begins

Once diagnostic or repair work has begun on a vehicle, no refunds will be issued for diagnostic fees, parts, or labor. This policy exists because parts are frequently special-ordered or already installed, significant technician time has been invested, and the vehicle may have been partially disassembled, reprogrammed, or tested.

3. Pre-Repair Cancellations & Refunds

If a customer decides to cancel or not proceed with repairs **before any repair work has started** (diagnostics only):

Refund requests will be reviewed on a **case-by-case basis by management**. Approved refunds may be subject to a reasonable restocking or administrative fee, especially when special-order parts that cannot be returned have been procured. Management's decision is final.

4. Warranty-Related Adjustments

In situations where follow-up work is needed under warranty or to fully resolve an issue related to previous work performed by RP Euro Werks, we may, at our discretion, **prorate or adjust charges** for the additional labor or parts required. This is evaluated on a case-by-case basis and is intended to ensure customer satisfaction and proper vehicle repair. Proration or adjustments are not guaranteed and are offered as a goodwill measure in appropriate circumstances.

5. Appointment Cancellations & No-Shows

Cancellations made with at least 24 hours' notice: No fee. Same-day cancellations or no-shows may incur a diagnostic or shop time fee at management's discretion, particularly when a service bay was reserved and parts were prepared in advance.

6. Dispute Resolution (Arbitration)

To ensure efficient and fair resolution of any disagreements, the customer and RP Euro Werks agree that any dispute arising out of or relating to refunds, cancellations, or charges shall be resolved through **binding arbitration** administered by the

American Arbitration Association, rather than through a court of law. This arbitration agreement is mutual. Arbitration shall take place in Hidalgo County, Texas, and the arbitrator's decision shall be final and binding on both parties.

7. Governing Law

This Refund & Cancellation Policy shall be governed by and construed in accordance with the laws of the State of Texas. Any disputes shall be resolved in the appropriate courts of Hidalgo County, Texas, or through arbitration as described above.

8. Amendments

Company reserves the right to modify this Refund & Cancellation Policy at any time without prior notice. The latest version will always be available upon request.

For questions regarding refunds, cancellations, or charges, contact **RP Euro Werks** at (956) 917-9897 (Business) or (956) 400-9149 (Personal), or email **support@rp-automotive.com**.

By approving any estimate, authorizing work, or leaving a vehicle with RP Euro Werks for service, the customer acknowledges and agrees to this Refund & Cancellation Policy.