

## **Return & Refund Policy – Composite Deck Construction Services**

**Effective Date:** 03/12/2026

Thank you for choosing our services for your composite deck construction project. Because our work involves scheduling labor, ordering materials, and reserving project time, we maintain the following return and refund policy.

### **1. Payment Terms**

Payment submitted for composite deck construction services secures project scheduling, administrative preparation, and material allocation. Once payment is received, the project is considered reserved and work preparation may begin immediately. The total cost of \$14,000 doesn't need to be paid in full. A 20% down-payment is acceptable. The next installment of 50% will be due once the permit is issued. The remaining 30% will be due once the project is complete.

### **2. Refund Eligibility Window**

Clients may request a refund **within three (3) calendar days of submitting payment**. Refund requests must be made in writing via email or written notice.

### **3. No Refunds After 3 Days**

**No refunds, cancellations, or returns will be accepted after three (3) calendar days from the date payment is received**, regardless of whether materials have been ordered, scheduling has begun, or project preparation has started. Initial preparations involve applying for a building permit with the local authorities.

### **4. Processing Approved Refunds**

If a refund request is submitted within the 3-day window and approved:

- The refund will be issued to the original payment method.
- Any administrative or payment processing fees already incurred may be deducted from the refund amount.
- Refunds are typically processed within **5–10 business days**.

### **5. Work Already Started**

If work has already begun within the 3-day window at the customer's request, any labor performed, materials purchased, or costs incurred may be deducted from the refund amount.

### **6. Agreement to Policy**

By submitting payment for composite deck construction services, the client acknowledges that they have read, understood, and agreed to this **3-day refund policy**.