

DJR Junk Removal Payment Policy

At DJR Junk Removal, we strive to provide clear and transparent payment policies for our valued customers. Please review the following information regarding our payment procedures.

1. Pricing and Estimates

- **Free Estimates:** We offer free, no-obligation estimates for all junk removal services. Estimates can be provided on-site, over the phone, or via email, depending on the scope of the project.
- **Factors Affecting Price:** Our pricing is based on several factors, including the volume of junk to be removed, the type of materials, accessibility of the items, and any additional services requested (e.g., demolition, special handling).
- **Estimate Validity:** All estimates are valid for 30 days from the date of issuance.

2. Payment Methods Accepted

DJR Junk Removal accepts the following payment methods:

- Cash
- Credit/Debit Cards (Visa, MasterCard, American Express, Discover)
- Company Checks (for pre-approved accounts only)

3. Payment Schedule

- **Residential Customers:** Full payment is due upon completion of the junk removal service. Our team will collect payment after the job has been successfully finished and the customer has inspected the work.
- **Commercial Customers:** For pre-approved commercial accounts, payment terms may vary. Please refer to your specific service agreement for details on invoicing and payment due dates.

4. Deposits

- **Large Projects:** For exceptionally large projects or those requiring specialized equipment, a deposit may be required before the commencement of work. Any required deposit will be clearly outlined in your estimate.

5. Late Payments

- **Residential Customers:** In the unlikely event that full payment is not received at the time of service completion, a late fee may be applied.
- **Commercial Customers:** Late payments for commercial accounts may incur a late fee of 1.5% per month (18% per annum) on the outstanding balance, or the maximum amount permitted by law, whichever is less.

6. Cancellations and Rescheduling

- **Cancellation Policy:** We understand that plans can change. We request at least 24 hours' notice for cancellations or rescheduling of appointments.
- **No-Show Fee:** A no-show fee may be applied if a customer is not present at the scheduled appointment time and has not provided prior notice.

7. Receipts and Invoices

- **Receipts:** A detailed receipt will be provided upon receipt of full payment for all services rendered.
- **Invoices:** For commercial clients with specific payment terms, an invoice will be issued according to the agreed-upon schedule.

8. Disputes

- **Questions or Concerns:** If you have any questions or concerns regarding your bill or our payment policy, please do not hesitate to contact us immediately. We are committed to resolving any issues promptly and fairly.

Thank you for choosing DJR Junk Removal. We appreciate your business!