

Refund and Cancellation Policy

Applicability:

This Refund and Cancellation Policy applies solely to Roofing and General Contracting services provided by PMG Home LLC and is subject to change at the discretion of PMG Home LLC and its ownership.

Cancellations:

Customers must submit a written cancellation request within three (3) business days of contract signing to receive a full refund of any deposits paid.

Post-Three-Day Cancellations:

After the three (3) business day cancellation window, any contract or contingency agreement shall be considered evidence of the homeowner's serious intent to protect and repair their property. Cancellations after this period will incur a cancellation fee equal to ten percent (10%) of the total contracted amount.

PMG Home LLC Discretion for Emergency Cancellations:

PMG Home LLC may, at its sole discretion, extend the cancellation window up to five (5) business days without penalty in cases of unforeseen emergencies. Examples of emergencies that may warrant cancellation without penalty include but are not limited to:

- Sudden medical emergencies requiring major financial redirection.
- Death of an immediate family member.
- Involuntary job loss.
- Catastrophic damage or destruction to the customer's home unrelated to the contracted work.

Late Payment on Cancellation Fees:

If the cancellation fee is not paid within sixteen (16) business days from the cancellation date, a 1.5% late charge per day will apply to the outstanding balance for up to fourteen (14) consecutive days.

Default and Lien Notice:

If payment, including applicable late charges, is not received within thirty (30) calendar days from the cancellation date, PMG Home LLC and its representatives reserve the right to pursue the filing of a mechanic's lien against the property to secure the unpaid amount.

Refunds:

Refunds are granted per the terms outlined in the service agreement. Work already completed and materials ordered may be deducted from any refund amount.

Final Payments:

Final payments are due upon substantial completion of work unless otherwise agreed in writing.

Non-Refundable Services:

Custom materials or special-order products are non-refundable once ordered.

Policy Owner:

Mario Salazar, Owner

Effective Date:

April 26, 2025

Next Scheduled Review:

April 2026

Contact Information:

For questions regarding this policy, contact:

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