

# Cancellation & Scheduling Policy

Effective Date: 4/3/2026

F.A.P Enterprise LLC ("we", "our", or "us") values your time and expects the same in return. The following policy outlines scheduling, cancellations, and applicable fees.

## **Scheduling & Confirmation**

All appointments scheduled through the website or by phone are considered requests and are subject to confirmation. Work is not guaranteed until confirmed.

## **Appointment Cancellations (Estimates / Consultations)**

- Cancellations made at least 24 hours in advance: No charge
- Cancellations within 24 hours of the scheduled time: \$25 cancellation fee
- No-call / no-show: \$50 fee

These fees may be waived at our discretion for first-time or emergency situations.

## **Project Scheduling (After Estimate Approval)**

Once a project is scheduled and accepted:

- Cancellations made 72+ hours before scheduled work: No charge
- Cancellations within 72 hours: Subject to a fee of up to \$100 depending on preparation and scheduling impact
- Same-day cancellations: Up to 25% of the scheduled job value may be charged

## **Deposits (If Applicable)**

For larger projects requiring material purchase or scheduling commitment:

- Deposits are non-refundable once materials have been purchased or work has been scheduled
- If a job is canceled after materials are purchased, the customer is responsible for material costs

## **Rescheduling**

We will make reasonable efforts to accommodate rescheduling requests. Repeated rescheduling may be treated as a cancellation and subject to fees.

## **Weather & Unforeseen Circumstances**

Delays or rescheduling due to weather or uncontrollable conditions will not incur cancellation fees.

## **Right to Refuse Service**

We reserve the right to cancel or refuse service at any time for safety, scope, or scheduling concerns.

## **Agreement**

By scheduling an appointment or agreeing to services, you acknowledge and accept this policy.