

# **REFUND POLICY**

## **Payments, Refund and Cancellation Policy**

1. SPACE MIX TECHNICAL SERVICES LLC policy for Online Payments, Refunds and Cancellations (“Policy”).
2. This policy applies only to SPACE MIX TECHNICAL SERVICES LLC (“Company”) services mentioned on the website site [www.spacemixtechnical.com](http://www.spacemixtechnical.com) (“Website”) and does not apply to offline services or other activities that are unrelated to the website.

## **Payment Confirmation**

1. Payment for any service must be paid online or immediately upon completion of the work, unless otherwise agreed in writing.
2. Payment will be accepted Online (Credit card, bank transfer), by POS card payment or by cash and cheque payable to “SPACE MIX TECHNICAL SERVICES LLC”.
3. The Website user will receive payment confirmation by email on the email address given at the time of order. The confirmation message will be sent by the Company after the payment has been processed.

## **Refunds/Claims/Complaints**

1. All services shall be deemed to have been carried out to the Client’s satisfaction unless written notice is received by SPACE MIX TECHNICAL SERVICES LLC within 24 hours of work being completed.
2. Any service related complaints will be fully investigated, and attempts will be made to resolve it to Client’s satisfaction.
3. In case of any other claim regarding loss or damage to property by our staff or missing item(s) the company will not be responsible for any claims whatsoever. In these circumstances, clients must inform us before the staff leaves their premises or within 4 hours of the service delivery.
4. The client is requested to sign a service delivery receipt/invoice every time the service is completed. If any client doesn’t want to sign, he/she (client) will be obliged to bear the risks of not signing it.
5. If a customer perceives that the service delivered is unsatisfactory, it is the responsibility of the customer to ensure to bring such cases to the attention of the Company by emailing at [info@spacemixtechnical.com](mailto:info@spacemixtechnical.com) within 24 hours of such an incident.
6. Refunds where applicable will be made onto the original mode of payment and will be processed within 15 business days depending on the issuing back of the credit card.

For **SPACE MIX TECHNICAL SERVICES LLC**