

Customer Refund & Dispute Policy

How to request a refund and how billing concerns are resolved

01 No-Fix, No-Fee Guarantee

If our technician is unable to resolve your issue, no charge is applied. You are never billed for an unsuccessful session.

02 Contact Method

You must submit your request exclusively via our official business email mentioned in the service agreement.

03 7-Day Review Window

Refunds are strictly limited and will only be considered if you contact us within exactly 7 days of the initial service completion.

04 Time Limitation & Late Disputes

All refund requests made after this 7-day window are permanently void. Please note that initiating a dispute or chargeback with your bank after this 7-day period is considered a breach of the service agreement. In such instances, we reserve the right to contest the dispute through the appropriate merchant or Federal Trade Commission (FTC) channels.

05 Direct Resolution Commitment

We are committed to ensuring clear, accurate billing and your complete satisfaction. Should you have any concerns regarding a charge, we ask that you contact our support team directly via email first so we can resolve the issue swiftly and amicably.

06 Dispute Policy & Breach of Contract

We ask that you allow us the opportunity to resolve any billing concerns directly. Filing a chargeback or dispute with your bank without first utilizing our direct support channel is considered an unwarranted dispute and a breach of the service agreement. Under these circumstances, the merchant reserves the right to legally defend the transaction and escalate the case in accordance with applicable Federal Trade Commission (FTC) orders.

