



At J&E Restorations, we strive to provide high-quality service and clear communication to ensure the best possible experience for our clients. We understand that situations may arise where a project must be canceled, and we've established this cancellation policy to outline the terms and procedures in the event that cancellation is necessary.

## 1. Cancellation Notice

Clients wishing to cancel their project must provide written notice to J&E Restorations as soon as possible. The notice must be submitted via email, formal letter, or our Cancellation Request Form.

- **Cancellation Notification Period:** A minimum of **7 days** written notice prior to the scheduled start date is required to avoid cancellation fees.
- **Failure to Provide Timely Notice:** If the cancellation notice is given within 7 days of the scheduled start date, the client may be responsible for fees associated with preparing for the project.

## 2. Cancellation Fees

Cancellation fees may apply depending on the stage of the project and any work that has already been completed. Fees are outlined as follows:

- **Before Work Begins:** If cancellation occurs prior to the start of the project, **a cancellation fee of up to 10%** of the total contract amount may be charged. This fee covers administrative costs and initial preparation for the project.
- **After Work Has Begun:** If work has already started, the client will be billed for **the work completed to date** and any costs incurred (materials, labor, etc.) at the time of cancellation. The remaining balance will be refunded if applicable, minus the cancellation fee.
- **Non-Refundable Deposits:** Any non-refundable deposit outlined in the contract will not be refunded.

## 3. Refunds

Refunds for any overpayments will be issued according to the terms in the signed contract. Please note that any deposits paid may be non-refundable, depending on the circumstances of the cancellation.

#### **4. Rescheduling**

If the client wishes to reschedule the project rather than canceling, a new agreement may be required, and additional charges may apply. Rescheduling is subject to availability and may incur a re-scheduling fee if it falls within a time frame that requires project adjustments.

#### **5. Force Majeure**

J&E Restorations will not be held responsible for delays or cancellations caused by unforeseeable circumstances beyond our control, including but not limited to natural disasters, government restrictions, or other acts of force majeure. In these cases, we will work with the client to reschedule or adjust the project timeline as needed.

#### **6. Termination by J&E Restorations**

J&E Restorations reserves the right to terminate the contract at any time if it is determined that the client has violated the terms of the agreement, failed to make payments, or otherwise caused unreasonable delays to the project. In such cases, J&E Restorations will issue a final invoice for work completed up until termination.

#### **Acknowledgment of Cancellation Policy**

By signing this agreement or contract, the client acknowledges and accepts the terms of this cancellation policy.

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