

HEAT COOL PROS

CANCELLATION & REFUND POLICY

1. Purpose

This Cancellation & Refund Policy explains how cancellations, refunds, deposits and booking changes are handled by Heat Cool Pros.

By accepting a quotation, estimate, invoice, booking confirmation or allowing work to commence, customers agree to this policy.

2. Deposits

Deposits may be required to secure booking dates, reserve engineer availability, purchase materials and equipment, schedule installations and larger projects, and cover design, planning and administration costs.

Payment of a deposit allows Heat Cool Pros to commit resources and schedule works on behalf of the customer.

Unless otherwise agreed in writing, deposits are generally non-refundable once materials have been ordered, engineer time has been reserved or project preparation has commenced.

3. Materials and Special Order Equipment

Many materials, air conditioning systems, boilers, controls, ventilation equipment and specialist products are ordered specifically for individual projects.

Where materials or equipment have been ordered, Heat Cool Pros reserves the right to deduct or retain reasonable costs already incurred.

Items that are non-returnable, made-to-order, custom-built or specially purchased for a project may not be eligible for refund.

4. Customer Cancellation Before Work Commences

Where a customer cancels before work begins, any refund will be assessed based upon costs already incurred by Heat Cool Pros, including survey and design work, administration time, ordered materials, supplier cancellation charges, reserved labour and engineer time, and equipment purchased specifically for the project.

Any remaining balance may be refunded where appropriate.

5. Customer Cancellation After Work Has Commenced

Once work has commenced, customers remain responsible for payment of completed works, labour already provided, materials supplied, equipment ordered and reasonable costs incurred as a result of cancellation.

Heat Cool Pros reserves the right to invoice for all work completed up to the cancellation date.

6. Rescheduling Appointments

Customers may request to reschedule appointments. Where reasonable notice is provided, Heat Cool Pros will endeavour to accommodate alternative dates. Repeated rescheduling, short-notice changes or significant project delays may result in additional charges.

7. Missed Appointments and No Access

Where an engineer attends site and cannot gain access, or the customer is unavailable at the agreed time, Heat Cool Pros reserves the right to charge for travel time, labour time, administration costs, parking and associated expenses.

Further appointments may require payment in advance before rebooking.

8. Same-Day and Short Notice Cancellations

Cancellations made with less than 24 hours' notice may result in charges to cover lost engineer time, administration costs, travel arrangements and reserved appointment slots. Any charges applied will be reasonable and proportionate to costs incurred.

9. Refund Timescales

Where refunds are approved, they will normally be processed within 14 days of agreement.

Refunds will generally be made using the same payment method originally used by the customer.

Heat Cool Pros reserves the right to deduct any non-recoverable payment processing fees, supplier charges or third-party costs where legally permitted.

10. Heat Cool Pros Cancellation Rights

Heat Cool Pros reserves the right to postpone, suspend or cancel works where unsafe conditions are identified, access cannot be obtained, payments are overdue, required materials are unavailable, circumstances beyond reasonable control prevent works from proceeding, or abuse, threatening behaviour or unacceptable conduct is directed towards employees, subcontractors or representatives.

Where appropriate, alternative arrangements will be offered.

11. Force Majeure

Heat Cool Pros shall not be liable for delays or cancellations caused by circumstances beyond its reasonable control, including severe weather, supplier shortages, utility failures, illness, vehicle breakdowns, government restrictions and transport disruption.

12. Commercial Customers

Commercial customers may be subject to additional cancellation charges where labour, equipment, subcontractors or specialist resources have been committed to a project. Such charges shall reflect reasonable costs incurred.

13. Fairness and Discretion

Heat Cool Pros will always seek to deal with customers fairly and reasonably. Genuine emergencies, exceptional circumstances and unforeseen events will be considered on a case-by-case basis.

Consumer Cancellation Rights

Where applicable, consumer customers may have statutory cancellation rights under the Consumer Contracts Regulations. These rights may be affected where the customer specifically requests works to commence during any applicable cancellation period or where goods have been specially ordered.

Approved by: Heat Cool Pros Management

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