

HVAC Comfort Solutions – Cancellation Policy

Effective Date: July 24, 2025

At HVAC Comfort Solutions, we value your business and strive to provide exceptional heating, ventilation, and air conditioning services. To ensure efficient scheduling and resource allocation for all our clients, we have established the following cancellation policy. Please review it carefully, as it applies to all service appointments.

1. Cancellation Notice Requirements

- To avoid a cancellation fee, clients must notify HVAC Comfort Solutions of a cancellation or rescheduling request at least **24 hours prior** to the scheduled appointment time.
- Notifications can be made by:
 - Calling our office at (555) 123-4567 during business hours (Monday–Friday, 8:00 AM–5:00 PM).
 - Emailing us at scheduling@hvacexample.com.
 - Using the online cancellation form on our website at www.hvacexample.com.
- Cancellations or rescheduling requests received less than 24 hours before the appointment will be subject to a cancellation fee.

2. Cancellation Fees

- **Standard Service Appointments:** If a cancellation or rescheduling occurs within 24 hours of the scheduled appointment, a fee of **\$75 or 50% of the estimated service cost** (whichever is greater) will be charged.
- **Emergency or Same-Day Service Appointments:** Cancellations within 4 hours of the scheduled time will incur a fee of **\$150 or 100% of the estimated service cost** (whichever is greater).
- **No-Show Policy:** Failure to notify HVAC Comfort Solutions of a cancellation and absence at the scheduled appointment time will result in a **100% charge** of the estimated service cost.

3. Exceptions to Cancellation Fees We understand that unforeseen circumstances may arise. No cancellation fees will be applied in the following cases:

- Emergencies such as medical issues, accidents, or natural disasters (documentation may be requested).
- Inclement weather that prevents safe travel for our technicians, as determined by HVAC Comfort Solutions.
- If HVAC Comfort Solutions cancels the appointment due to scheduling conflicts, equipment issues, or other internal reasons, no fees will be charged, and we will work with you to reschedule promptly.

4. Rescheduling

- Clients may reschedule appointments without penalty if the request is made at least 24 hours in advance.

- Rescheduling requests within 24 hours may incur the cancellation fee unless an exception applies (see Section 3).
- We will make every effort to accommodate your preferred rescheduling date and time, subject to availability.

5. Payment of Cancellation Fees

- Cancellation fees will be invoiced within 48 hours of the missed or canceled appointment.
- Payment is due within **7 business days** of the invoice date and can be made via credit card, check, or online payment through our secure portal.
- Unpaid cancellation fees may be subject to late fees or collection actions, as outlined in our general terms of service.

6. Contact Us If you have questions about this cancellation policy or need to cancel or reschedule an appointment, please contact us:

- **Phone:** (555) 123-4567
- **Email:** scheduling@hvacexample.com
- **Website:** www.hvacexample.com
- **Office Hours:** Monday–Friday, 8:00 AM–5:00 PM

7. Policy Updates HVAC Comfort Solutions reserves the right to update or modify this cancellation policy at any time. The most current version will be available on our website and provided upon request.

By scheduling an appointment with HVAC Comfort Solutions, you acknowledge and agree to abide by this cancellation policy.

HVAC Comfort Solutions

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