

Refund & Cancellation Policy

Business Name: Apolo Appliance Solutions

1. Service Call & Diagnostic Fee

All service call and diagnostic fees are non-refundable. This fee covers travel, inspection, testing, and professional diagnosis, regardless of whether the repair proceeds.

2. Labor & Repair Services

Labor charges are non-refundable once work has begun. Labor reflects time, skill, and expertise provided, even if additional issues are later discovered.

3. Parts Policy (Reliable Parts & PartSelect)

Parts are sourced from suppliers such as Reliable Parts and PartSelect and are subject to their return policies. Installed parts, electrical parts once powered, and special-order parts are non-refundable and non-returnable. Any supplier restocking or shipping fees will be passed on to the customer.

4. Additional or Incomplete Repairs

Some appliance issues may only be identified after initial repairs. Previously completed labor and installed parts remain non-refundable.

5. Defective Parts & Manufacturer Warranty

Defective parts may qualify for replacement under the manufacturer's warranty only. Labor is not included unless specified.

6. Cancellations & No-Shows

Appointments cancelled with less than 24 hours' notice may be subject to a cancellation fee. Same-day cancellations or no-shows may be charged the full service call fee.

7. Refund Exceptions

Refunds are only considered for services not performed or verified billing errors and must be requested within 7 days of service.

8. Payment Disputes & Chargebacks

Customers agree to contact us directly before filing a chargeback. Chargebacks for completed services may result in additional fees.

9. Limited Labor Warranty

A limited labor warranty applies. Warranty excludes misuse, wear and tear, and unrelated failures.

10. Acceptance of Policy

By scheduling service or making payment, the customer agrees to this Refund & Cancellation Policy.