

Refund Policy

Effective Date: January 1, 2026

At Computer Repair Queens, customer satisfaction is important to us. This Refund Policy explains when refunds may be issued and the conditions under which they apply.

1. Service Fees & Diagnostics

- Diagnostic and service call fees are non-refundable once a technician has been dispatched or work has begun.
- Diagnostic fees cover time, travel, and professional evaluation.

2. Repair Services

- Refunds are not provided for completed repair services.
- If a repair issue reoccurs due to workmanship within a reasonable period, we will assess the issue and offer a repair adjustment when applicable.
- Refunds are not issued for issues unrelated to the original service.

3. Parts & Materials

- Installed parts are non-refundable once installed.
- Special-order parts are non-refundable.
- Manufacturer warranties, if applicable, are handled directly with the manufacturer.

4. Smart Home & Installation Services

- Installation services are non-refundable once completed.
- Compatibility issues caused by existing equipment, network conditions, or third-party devices are not grounds for a refund.

5. Pick-Up & Drop-Off Services

- Pick-up and delivery fees are non-refundable once service is performed.
- Customers are responsible for providing accurate device and service information.

6. Cancellations

- Appointments canceled before technician dispatch may be eligible for a partial refund.
- Same-day cancellations or no-shows may result in forfeiture of service fees.

7. Payment Disputes

- Customers must contact us directly to resolve billing concerns.
- Chargebacks or payment disputes without prior communication may result in service refusal.

8. Exceptions



Refunds may be issued at our discretion in cases of billing errors or exceptional circumstances. All decisions are final.

9. Contact Information

For refund-related questions, please contact us:

Computer Repair Queens

Email: Computer Repair Queens@gmail.com

Phone: 929-678-5513

Service Area: New York & New Jersey