

## 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](mailto:ComputerRepairQueens@gmail.com)

Phone: 929-678-5513

Service Area: New York & New Jersey