

APPOINTMENT / RESERVATION CANCELLATION POLICY

Canceling and Rescheduling. Customers may cancel or reschedule without penalty by notifying us at least _____ hours before their scheduled appointment or reservation time. To cancel or reschedule, please contact us at (fill in those that apply):

Phone _____

Email _____

Web _____

Late Cancellation. Cancellations are considered “late” when the customer does not cancel or reschedule at least _____ hours prior to the scheduled appointment or reservation time. Late cancellations will result in the customer being charged a fee of \$ _____.

Missed Appointments. If a customer misses their scheduled appointment or reservation without canceling or rescheduling, they will be charged _____ % of the price of the scheduled service or event.

Booking Fees. Any booking fees charged to the customer for scheduling a reservation or an appointment (select one):

- ☐ will be refunded if the customer cancels or reschedules within the timeframe defined above.
- ☐ are non-refundable upon cancellation.

Provider Cancellation. If, for any reason, we must cancel your scheduled appointment or reservation, we will notify you as soon as possible and will work with you to reschedule or you will receive a full refund.

Refunds. Any refunds will be processed in the same method as the original payment.

Fee Waiver. We reserve the right, at our discretion, to waive any fee or penalty assessed hereunder for any reason we deem sufficient and reasonable.

Other Terms and Conditions.

SERVICE CANCELLATION POLICY

Cancellation of Services. To cancel service, customer must provide us with a written _____-day notice of cancellation. Until notice of cancellation is received by us, and cancellation is finalized, service will continue and Customer is responsible for paying for said service or services. Please send notice to (fill in those that apply):

Email _____
Web _____
Mail _____

Service Termination. Upon expiration of customer-provided notice of cancellation, services will (select one):

- ☐ terminate immediately.
- ☐ terminate at the end of the current billing cycle.

Early Cancellation. (select one):

- ☐ Customer may not cancel service early.
- ☐ Customer may cancel service, without penalty, by providing written notice at least _____ days before the first scheduled service will take place.

Cancellation Fee. Customer (select one):

- ☐ is not required to pay a cancellation fee.
- ☐ agrees to pay a fee of \$ _____ upon cancellation of service(s).

Provider Initiated Cancellation. We reserve the right to cancel service if the customer's account remains delinquent for _____ days after the customer is notified that the account has become delinquent.

Other Terms and Conditions.

ONLINE ORDER CANCELLATION POLICY

Canceling Orders. Orders for items that are eligible for return may be canceled. For more information about item eligibility, please see our Return Policy. Orders may be canceled as follows:

Shipping. Orders that will be shipped to the Customer (select one):

may be canceled any time before the shipping process has started.

May be canceled up to _____ minutes after the order is placed.

May not be canceled. Eligible items may be returned after Customer receives them.

In-store Pickup. Orders for in-store pickup may be canceled at any time. Any items eligible for return that remain unclaimed for _____ days will be restocked, and a refund will be provided to the Customer.

To cancel an order that will be shipped or picked up in-store (select all that apply):

☐ Sign in to your online account.

☐ Contact the retailer/merchant directly at: _____

Scheduled Home Delivery. Orders for items that require scheduled home delivery may be canceled _____ hours before the scheduled delivery time. To cancel an order that is scheduled for home delivery (select all that apply):

☐ Sign in to your online account.

☐ Contact the retailer/merchant directly at: _____

Other Terms and Conditions.