

Refund Policy for www.samedayfix.co.uk

Effective Date: 01 January 2025

At Same Day Fix Ltd, customer satisfaction is our priority. This Refund Policy outlines the conditions under which refunds may be issued for services provided through our website, www.samedayfix.co.uk. By using our services, you agree to this Refund Policy.

1. Eligibility for Refunds

Refunds may be granted in the following circumstances:

- **Service Not Completed:** If we are unable to complete the agreed repair or service for your device due to technical or operational limitations.
- **Incorrect Service:** If the service provided does not match the service booked by the customer.
- **Faulty Repair:** If a repair performed by Same Day Fix fails due to workmanship or faulty parts within the warranty period specified at the time of service.
- **Cancellation by the Company:** If Same Day Fix cancels your booking for any reason, you are entitled to a full refund.

2. Non-Refundable Circumstances

Refunds will not be issued in the following situations:

- If the device has additional damage not disclosed during the booking process.
- For any issues arising after the repair that are unrelated to the work performed by Same Day Fix.

- If the customer fails to pick up the device within the agreed timeframe.
- For services already completed and signed off by the customer as satisfactory.

3. Process for Requesting a Refund

To request a refund, follow these steps:

1. **Contact Us:** Notify us within 7 days of the service or repair date by email at [Insert Contact Email] or by phone at [Insert Phone Number].
2. **Provide Documentation:** Include your booking reference number, proof of payment, and a description of the issue.
3. **Inspection (if applicable):** If the refund relates to a faulty repair, you may need to return the device for inspection.

4. Refund Timeframe

- Once your refund request is approved, the refund will be processed within 7–14 business days.
- Refunds will be issued using the original payment method unless otherwise agreed.

5. Amendments to the Refund Policy

Same Day Fix Ltd reserves the right to amend this Refund Policy at any time. Any changes will be posted on our website and will take effect immediately.

6. Contact Us

For questions or concerns about this Refund Policy, please contact us:

Same Day Fix Ltd

14 faverolle green cheshunt EN8 0UJ.

techsupport@samedayfix.co.uk

+447935538785

By using our services, you acknowledge that you have read, understood, and agreed to this Refund Policy.