

# Website Policies – Equipment Repair Services

## Privacy Policy

We value your privacy and are committed to protecting your personal information. Any information collected through our website, including your name, phone number, email address, and service details, will only be used to provide repair services, customer support, and service updates. We do not sell, trade, or share your personal information with third parties except when required by law or necessary to complete the requested service. We implement reasonable security measures to protect your information from unauthorized access. By using our website, you agree to the collection and use of information in accordance with this policy.

## Terms and Conditions

By using this website and our repair services, you agree to the following terms and conditions:

- All repair requests are subject to inspection and approval.
- Repair timelines may vary depending on equipment condition and parts availability.
- Customers are responsible for providing accurate information regarding the equipment issue.
- We are not responsible for delays caused by suppliers, shipping companies, or unforeseen circumstances.
- Payment must be completed according to the agreed quotation before final delivery of repaired equipment.
- Warranty, if provided, applies only to the repaired part or service specified in the invoice.
- Misuse, accidental damage, or unauthorized modifications after repair may void the warranty.

## Refund and Cancellation Policy

Customers may request cancellation before repair work has started. Once repair work has begun or spare parts have been ordered, cancellation fees may apply. Refunds are only applicable in cases where services cannot be completed by our team. Diagnostic or inspection fees are non-refundable once the inspection process has been completed. Any approved refund will be processed within a reasonable timeframe based on the original payment method. For refund or cancellation requests, customers may contact us through the contact details provided on the website.