

Cleevely Mobile Cancellation and Rescheduling Policy

Effective from 27th September 2024

At Cleevely Mobile, we strive to provide excellent and flexible service to all our customers. However, due to the nature of our mobile services, we have implemented a rescheduling and cancellation policy to ensure fair and efficient use of our time and resources. Please review the following terms carefully. By booking a service with us, you agree to these terms.

Rescheduling and Cancellation Fees (All Prices + VAT)

Time Frame	Rescheduling Fee	Cancellation Fee
More than 10 working days before service	Free	Free
5-10 working days before service	£50 + VAT	£75 + VAT
2-4 working days before service	£75 + VAT	£100 + VAT + cost of any special order parts
Less than 2 working days before service	£150 + VAT or full labour amount (whichever is lower) + VAT	Full labour charge + VAT + cost of any special order parts

Explanations:

- **More than 10 working days before the service:** You can reschedule or cancel without any fees.
- **5-10 working days before the service:** Rescheduling incurs a £50 + VAT fee, and cancellations are charged £75 + VAT.

- **2-4 working days before the service:** Rescheduling incurs a £75 + VAT fee, and cancellations cost £100 + VAT plus the cost of any special order parts.
- **Less than 2 working days before the service:**
 - **Rescheduling:** The fee is £150 + VAT or the full labour amount (whichever is lower) + VAT.
 - **Cancellation:** The customer will be charged the full labour charge + VAT and the cost of any special order parts. Special order parts that have been paid for will be posted to the customer as they are considered purchased items.

No-Show Policy

If you fail to notify us and are not available for the appointment, or the service location fails to meet the criteria in our terms and conditions, the full labour charge + VAT and the cost of any special order parts will be applied.

Payment Terms

Normal payment terms apply to all rescheduling and cancellation fees. These fees will be invoiced following the cancellation or rescheduling request and are due as per the terms of your original service agreement.

Acceptance of Terms

By booking a service with Cleevly EV Mobile Ltd, you agree to these cancellation and rescheduling terms. You acknowledge that the fees are reasonable and necessary to cover the operational impacts on our business.

Exceptional Circumstances

We understand that emergencies and unforeseen events can arise. If you are facing such circumstances, please contact us as soon as possible, and we may, at our discretion, waive or reduce fees.

Legal Disclaimer

This policy complies with UK consumer law, including but not limited to the **Consumer Rights Act 2015** and the **Supply of Goods and Services Act 1982**. The customer's statutory rights are not affected by this policy.

Contact Information

If you have any questions about this policy, please contact us at:

Cleevely EV Mobile

Email: info@cleevelymobile.co.uk