

## RETURN OR REFUND POLICY

CLEASY, IS COMMITTED TO REIMBURSE MONEY ACCORDING TO THE FOLLOWING SITUATIONS:

1. When our staff for reasons of force majeure is not present at the address provided by the customer at the time indicated, 30 minutes after the agreed time will be the waiting time limit (the information will be corroborated with the customer, providing evidence showing the failure to comply with the schedule of service).
2. There will be a refund of money when for reasons of force majeure from our service area we can not fulfill your request, we will notify you and we will make the refund, subject to bank transaction times of return.
3. There will be a refund of your money when for reasons of force majeure you decide not to perform the requested service, notifying at least 12 hours in advance of the service, in this case you incur a fee of \$ 30 dollars for the reservation of date and time which will be intended to cover the costs incurred by our operators.
4. No refunds will be made when complaints of the service provided, but if you can make a review of the service provided and we will guarantee it for total satisfaction.
5. We will have customer service from 9:00 AM to 6:00 PM, our staff will be ready to answer your questions during these hours after hours we will not guarantee the service provided.
6. After the day of service will not have money back and service warranty.
7. Our staff is highly qualified for your service, but will not be responsible for providing cancellation and warranty support, it should always be done in the area of customer service through our email [clientservices@cleasy.us](mailto:clientservices@cleasy.us) or by text message or call (813) 469 4428.

WE ARE CLEASY ..... WE PUT ORDER AND LOVE TO YOUR SPACES