

## **Computer Repair Queens – Refunds & Cancellations Policy**

**(Effective January 1, 2026)**

### **Computer Repair Queens**

Website: ComputerRepairQueens.com

Retail/Resale Division: QueensComputerStore.com

Social: @computer\_tv\_repair\_queens

#### **1. Overview**

This Refunds & Cancellations Policy explains how cancellations, rescheduling, deposits/fees, and refunds are

handled for Computer Repair Queens (“CRQ”). It also notes when Queens Computer Store (“QCS”) transactions may have separate return/refund terms.

#### **2. Appointment Cancellations & Rescheduling**

**Free cancellation window:** You may cancel or reschedule an appointment with at least 24 hours’ notice.

**Late cancellations:** Cancellations made with less than 24 hours’ notice may incur a late-cancellation fee of up

to 50% of the scheduled service/dispatch amount, because technician time and travel are reserved.

**No-shows:** If a technician arrives and cannot access the location or the device is unavailable, the visit may be

treated as a no-show and fees may be retained.

#### **3. Diagnostic / Evaluation Fees**

Diagnostic/evaluation fees are for time, dispatch, and professional assessment. Once the service has started

(including dispatch/arrival or completed evaluation), these fees are generally non-refundable.

**Fairness exception:** If we fail to provide an estimate within a reasonable timeframe after evaluation (or another

issue clearly on our side), we may offer a partial refund or credit at our discretion, except where prohibited

by

law.

#### **4. Deposits, Pre-Authorizations, and Payments**

Some jobs may require deposits or pre-authorization depending on the service type, parts required, or device

condition. Any such requirements will be disclosed before work begins.

If you approve a quote and later decline after parts have been ordered or work has begun, you may be responsible for non-returnable parts, restocking fees charged by suppliers, and labor already performed.

#### **5. Repairs, Workmanship, and “Come Back” Visits**

If you report the same issue within the workmanship warranty period, we will schedule a re-check to determine whether the issue is covered.

If the issue is confirmed as covered workmanship, we will correct it at no additional labor charge (parts may be

handled under supplier warranty where applicable).

If the issue is not related to our workmanship (new damage, unrelated failure, third-party changes, malware

reinfection, etc.), the visit may be treated as a new service request and a new diagnostic/evaluation may apply.

#### **6. Data Recovery & Data Services**

Data recovery and certain data services are effort-based and outcome-uncertain. Refunds are generally not provided once work has begun, because time and expertise are expended regardless of outcome. We will communicate expectations and available options, and we may offer partial credits in rare cases at our discretion.

#### **7. Parts, Hardware Purchases, and Queens Computer Store (QCS)**

Products purchased from Queens Computer Store may have separate return/refund rules based on product type (new vs. certified pre-owned), condition, warranty status, and manufacturer/supplier policies. Trade-in and buyback transactions are typically final once completed, subject to verification of ownership and device condition. QCS may void or reverse a trade-in if a device is later determined to be stolen, locked, misrepresented, or unsafe.

#### **8. Refund Method and Processing**

Approved refunds (if any) are issued to the original payment method when possible. Processing times vary by payment provider.

We may require proof of purchase, service records, and/or return of any provided parts/accessories before issuing a refund.

#### **9. Chargebacks and Disputes**

If you have a concern, contact us first so we can attempt to resolve it quickly.

Chargebacks submitted after services are rendered and documented may be challenged with service logs, communications, and technician notes.

#### **10. Contact**

To cancel, reschedule, or request review of a billing issue, contact us using the details on our website.