

# SmartFix - Detailed Refund Policy

## 1. Refund Eligibility

Refunds may be granted where services were not delivered, the mechanic failed to attend, or material breach of agreement occurred.

---

## 2. Investigation Process

SmartFix reserves the right to investigate disputes before issuing refunds.

---

## 3. Partial Refunds

Partial refunds may be issued where services were partially completed.

---

## 4. Non-Refundable Circumstances

No refund where services were completed and approved, or where damage arises from unrelated mechanical faults.

---

## 5. Processing Timeline

Approved refunds will be processed within 7–14 business days via original payment method.

---