

## Refund Policy

**Effective Date:** 01/03/2025

At Clearmasters, we strive to provide high-quality liquid waste removal, drainage maintenance, and related services. Customer satisfaction is important to us, and we aim to resolve any issues that may arise. This Refund Policy outlines the conditions under which refunds may be granted.

### 1. Eligibility for Refunds

Customers may be eligible for a refund under the following circumstances:

- The service was not provided as agreed due to an error on our part.
- The service was incomplete or unsatisfactory, and a resolution cannot be reached.
- A cancellation request is made within the applicable notice period before service commencement (see Section 2).

Refunds will not be granted for issues caused by customer-provided misinformation, access restrictions, or other factors outside of Clearmasters' control.

### 2. Cancellations and Refunds

#### a) Service Cancellations

- **Before Scheduled Service:** Customers may cancel a service booking and request a refund if the cancellation is made at least **24 hours before** the scheduled service.
- **On the Day of Service:** Cancellations made on the day of the scheduled service may be subject to a cancellation fee.
- **No Show / Access Issues:** If our team arrives and is unable to perform the service due to access restrictions or lack of required permissions, no refund will be issued.

#### b) Service Dissatisfaction

If a customer is not satisfied with a completed service, they must notify Clearmasters within **7 days** of service completion. We will review the case and may offer a corrective service or a partial/full refund, depending on the circumstances.

### 3. How to Request a Refund

To request a refund, customers must contact our support team via:

- **Email:** [accounts@clearmasters.co.uk](mailto:accounts@clearmasters.co.uk)
- **Phone:** 03333 233566 (option 3)
- **Mail:** Unit D1, Cophall Farm Business Park, Effingham Road, Copthorne, RH10 3HZ

The request must include:

- Customer name and contact details
- Service date and invoice number
- Reason for the refund request and any supporting evidence (e.g., photos, written description)

+44 (0) 1737 842509



[info@clearmasters.co.uk](mailto:info@clearmasters.co.uk)  
[www.clearmasters.co.uk](http://www.clearmasters.co.uk)



Unit D1, Cophall Farm Business Park  
Effingham Road, Copthorne. RH10 3HZ



#### 4. Refund Processing

- Approved refunds will be processed within **7-10 business days** to the original payment method.
- Refunds for credit/debit card transactions may take additional time to appear, depending on the card issuer.
- In some cases, Clearmasters may offer a service credit instead of a monetary refund.

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#### 5. Exceptions & Non-Refundable Fees

- Call-out or consultation fees are non-refundable.
- Special order parts or third-party service fees related to the work are non-refundable.
- If a service has been partially completed and the customer chooses to cancel, a prorated refund may be considered at Clearmasters' discretion.

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#### 6. Contact Information

If you have any questions about our Refund Policy, please contact us at:

**Clearmasters Ltd.**

Unit D1, Cophall Farm Business Park, Effingham Road, Copthorne, RH10 3HZ

03333 233566

accounts@clearmasters.co.uk

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This policy ensures transparency and fairness while protecting both our customers and our business. Clearmasters reserves the right to modify this policy as needed.

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