



## OFFICIAL RETURN POLICY

At **Top Concierge**, we are committed to delivering exceptional concierge services and high-quality hardware products. This Return Policy outlines our terms regarding service cancellations, hardware pricing, and warranty claims.

### 1. Service Non-Refundability

All professional services, consultations, and labor are subject to a strict **NON-REFUNDABLE** condition once initiated or scheduled.

### 2. Hardware Pricing & Fees

All hardware items and physical equipment are charged at original cost plus a mandatory **5% Handling Fee**.

### Warranty & Guarantee Coverage

If any hardware product fails or manifests a defect within its valid warranty and guarantee range, it will be **repaired or replaced entirely at Top Concierge expense**.

## 1. SERVICE CONDITIONS

Due to the bespoke nature and immediate resource allocation required for our services:

- Non-Refundable Clause:** All rendered services, retainers, and management fees carry a non-refundable condition.
- Cancellations:** Requests to cancel pre-scheduled services must be made in writing at least 24 hours prior to service execution.

## 2. HARDWARE RETURNS & WARRANTY TERMS

Hardware supplied by Top Concierge is subject to the following standard operating terms:

- Cost + 5% Handling Fee:** All hardware is billed at wholesale cost plus a 5% administrative and handling charge.
- Warranty Repair or Replacement:** If a product is verified to be within its manufacturer or supplier warranty and guarantee period, Top Concierge will facilitate the necessary repair or replacement fully at our expense.
- Non-Defective Returns:** Returns of non-defective, undamaged hardware within 7 days of delivery are subject to approval and will forfeit the 5% handling fee to cover processing logistics.

## 3. SUPPORT & CLAIM ENQUIRIES

To lodge a hardware warranty claim or enquire about a return, please contact our support team with your proof of purchase:

