



STANDARD REFUND & CANCELLATION POLICY

At **Top Concierge**, we aim to provide high-quality professional concierge services and high-grade hardware solutions. This Refund Policy outlines the terms and conditions regarding returns, refunds, and cancellations for services rendered and physical hardware provided.

1. Service Non-Refundability

All rendered services, retainers, and consultation fees are strictly **NON-REFUNDABLE** once agreed upon and work has commenced or time has been allocated.

2. Hardware Pricing & Handling

All hardware products, equipment, and related physical items supplied are charged at standard cost plus a **5% Handling Fee**.

1. SERVICE TERMS & CANCELLATION

Top Concierge allocates specialized resources, personnel, and time upon confirmation of service orders. Due to the custom nature of our concierge operations:

- **Non-Refundable Services:** Once service execution has commenced or scheduled bookings are finalized, all service fees are final and non-refundable.
- **Cancellations:** Cancellations made prior to service initiation may be eligible for credit against future services, subject to management review and administrative costs incurred.
- **Service Quality Concerns:** If you are dissatisfied with a service performed, you must notify Top Concierge in writing within 48 hours for immediate review.

2. HARDWARE SALES, RETURNS & HANDLING FEES

Hardware supplied by Top Concierge is procured specifically to meet client specifications:

- **Pricing Structure:** Hardware is supplied at cost price plus a compulsory **5% handling and administrative fee**.
- **Supplier Guarantee & Warranty:** All hardware carries the official guarantee and warranty provided directly by the product supplier or manufacturer. Top Concierge does not provide additional independent product warranties, but will assist in facilitating supplier claims.
- **Approved Returns:** Returns on hardware are accepted only in cases where items are defective upon delivery or unopened in original packaging within 7 calendar days.
- **Restocking & Handling:** Any authorized hardware return or exchange will retain the non-refundable 5% handling fee to cover logistics, processing, and administrative expenses.

3. REFUND PROCESSING & ENQUIRIES

All requests for hardware returns, refunds, or service queries must be formally lodged in writing with our support team using the registration and contact details provided below.

