

Sorted Solutions, LLC – Refund & Cancellation Policy

Effective Date: 12/17/2025

Sorted Solutions, LLC (“we,” “us,” or “our”) provides customized home-organization services and digital products. This policy outlines our refund, cancellation, and rebooking practices in accordance with Texas law.

1. Refunds for Services

1.1 Services are personalized and performed per project; therefore, refunds are **not automatically offered** once services have begun.

1.2 Payment for services delivered, including partial sessions, is **non-refundable**.

1.3 Concerns about quality or outcomes should be reported promptly so we can address the issue.

2. Refunds for Digital Products

2.1 All sales of digital products, downloads, and printable materials are final.

2.2 If you experience technical issues accessing your purchase, we will make reasonable efforts to assist you to ensure delivery.

2.3 Digital product support does **not** extend to usability, printing, or personal implementation guidance.

3. Deposits and Prepaid Services

3.1 Projects exceeding 20 hours or multiple days may require a deposit.

3.2 Deposits are **non-refundable** if the project is cancelled in full or partially delivered.

3.3 Payment for services already delivered is due and non-refundable, even if the project is canceled before completion.

4. Cancellations and Rebooking

4.1 Advance Cancellations

4.1.1 Cancellations must be made at least **seven (7) days** prior to the scheduled service date to avoid charges.

4.2 Day-of Cancellations / No-Show

4.2.1 Cancellations made on the day of service, including failure to provide access, incur a **4-hour minimum charge** at the standard hourly rate.

4.3 Rescheduling / Rebooking

4.3.1 If a session is cancelled and the Client intends to reschedule, the new appointment must be arranged within **three (3) business days** of the cancellation.

4.3.2 The rescheduled start or completion date must occur within **30 days** of the original appointment unless otherwise agreed in writing.

4.4 Discretionary Adjustments

4.4.1 Refunds, partial refunds, or service credits may be issued **only at the Company's sole discretion** in rare circumstances, including scheduling errors or service interruptions.

4.4.2 Clients do **not have an automatic right** to a refund or credit under this clause.

5. Legal Disclosure

5.1 This policy serves as our official disclosure under Texas law and applies to all Services and digital products offered by Sorted Solutions, LLC.

5.2 By scheduling or purchasing, the Client acknowledges acceptance of this policy.