

## **Sorted Solutions Refund & Cancellation Policy**

**Effective Date: 12/17/2025**

Sorted Solutions (“we,” “us,” or “our”) provides customized home-organization services and digital products. In accordance with Texas law, we clearly disclose our refund, cancellation, and rebooking practices below.

### **1. Refunds for Services**

Because our work is personalized and performed on a per-project basis, refunds are not automatically offered once services have begun. If you have concerns regarding the quality or outcome of a session, please contact us promptly so we may address the issue.

### **2. Refunds for Digital Products**

All sales of digital products, downloads, and printable materials are final. If you experience technical difficulties accessing your purchase, we will make reasonable efforts to assist you and ensure you receive the product you paid for.

### **3. Discretionary Adjustments**

Refunds, partial refunds, or service credits may be issued at our sole discretion in special circumstances, including but not limited to scheduling errors, service interruptions, or other situations deemed appropriate by Sorted Solutions.

### **4. Cancellations**

**The following cancellation terms apply to all scheduled services:**

#### **4.1 Standard 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**

**4.2.1** Day-of cancellations, including failure to provide access to the premises, shall incur a charge equal to the six (4) hour minimum at the standard hourly rate.

#### **4.3 Full Project Cancellations**

**4.3.1** If a project is cancelled in full, a fee equal to the six (4) hour minimum shall be invoiced and is payable upon receipt.

### **5. Rebooking**

If a session is cancelled and the Client intends to reschedule, the following terms apply:

### **5.1 Rebooking Window**

**5.1.1** The new appointment must be arranged within three (3) business days of the cancellation.

### **5.2 Project Continuity**

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

## **6. Legal Disclosure**

This Refund & Cancellation Policy serves as our official disclosure under Texas law and applies to all services and digital products offered by Sorted Solutions.