

# Pixel Pros© Refund Policy

**Effective Date:** 08/25/2025

## 1. Introduction

Pixel Pros© (“Company,” “we,” “our,” or “us”) is committed to providing high-quality technology services, including device repair, troubleshooting, installation, and consultation. This Refund Policy explains the circumstances under which refunds may be issued, the process for requesting refunds, and any limitations or conditions that apply.

By using our services, you acknowledge and agree to this Refund Policy. If you do not agree, you should not request services.

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## 2. Scope of Services Covered

This Refund Policy applies to:

- Repair and replacement of computer components, mobile devices, tablets, video game consoles, and other electronics.
- Diagnostic, troubleshooting, and installation services.
- Device cleaning, maintenance, and software services.
- Custom builds, upgrades, and consulting services.

Services that involve third-party parts, software, or licensing may be subject to additional terms defined by the manufacturer or supplier.

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## 3. Refund Eligibility

Refunds are granted **only in the following situations:**

1. **Failure to Provide Services as Agreed** – If Pixel Pros fails to perform the agreed-upon service.
2. **Service Cancellation** – If a service is canceled by Pixel Pros for reasons within our control before work begins, a full refund of any prepaid fees or deposits will be issued.
3. **Billing Errors** – In the event of an invoicing or payment processing error, corrected refunds will be issued promptly.

**Refunds are not granted for:**

- Services completed successfully, even if the Device remains malfunctioning due to undisclosed issues, pre-existing damage, or manufacturer defects.
  - Deposits for scheduled services, which are non-refundable unless otherwise stated in writing.
  - Services refused by the Customer after work has commenced.
  - Loss or damage to data or files, regardless of circumstances.
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## **4. Deposits and Prepayments**

- Some services may require a deposit to schedule work or reserve parts.
  - Deposits are **non-refundable** unless the service cannot be performed due to Company error.
  - The remaining balance is due upon completion of services.
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## **5. Refund Process**

1. **Request Submission:** Refund requests must be submitted via email to [pixelpros@pixelpros.net](mailto:pixelpros@pixelpros.net) or through our customer support portal within **14 days** of service completion or invoice issuance.

2. **Review and Verification:** We will review the request, verify the service records, and confirm eligibility under this Refund Policy.
  3. **Decision Notification:** Customers will be notified of the refund decision within **5 business days** of submission.
  4. **Refund Issuance:** Approved refunds will be processed using the original payment method within **10 business days** of approval.
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## 6. Limitations and Conditions

- Refunds are **limited to the amount paid** for the service in question. Pixel Pros is not responsible for incidental or consequential losses.
  - Services that involve third-party parts, software, or warranties may be subject to additional refund limitations imposed by the manufacturer or supplier.
  - Refunds do not cover shipping, handling, or delivery charges unless explicitly stated.
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## 7. Warranty and Repair Exceptions

- Pixel Pros strives to provide high-quality repairs, but **not all Devices or issues are repairable**.
  - If a repair fails due to undisclosed pre-existing damage or inherent device limitations, refunds will **not** be issued.
  - Any warranty on replacement parts or accessories is provided by the manufacturer or third-party supplier, not Pixel Pros, and refunds for defective parts are subject to those warranties.
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## 8. Dispute Resolution

- Refund disputes will first be addressed through informal resolution.
  - If unresolved, disputes may be submitted to binding arbitration in accordance with our Terms of Service and the laws of the State of Washington.
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## 9. Amendments

Pixel Pros reserves the right to modify or update this Refund Policy at any time. Updated policies will be posted on our website with a revised “Effective Date.” Continued use of our services after changes constitutes acceptance of the updated policy.

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## 10. Contact Information

For refund inquiries, questions, or concerns, please contact:

**Pixel Pros©**

Email: [pixelpros@pixelpros.net](mailto:pixelpros@pixelpros.net)

Phone: 254-658-2531

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### **Acknowledgment:**

By engaging Pixel Pros services, you acknowledge that you have read, understood, and agreed to this Refund Policy, including all conditions, limitations, and procedures described herein.