

# Terms and Conditions - Arifel Epoxy Floors

Effective Date: 02/01/2025

## 1. Introduction

Welcome to Arifel Epoxy Floors. These Terms and Conditions govern your access and use of our website and services. By using our services, you agree to comply with these terms. If you do not agree, please refrain from using our services.

## 2. Estimates and Final Pricing

- Estimates provided by Arifel Epoxy Floors are not final prices. A site visit is required to assess the project and provide a final quote.
- Any changes in project scope or conditions may affect the final pricing.
- Estimates are valid for 30 business days from the date issued. After this period, a new estimate may be required.

## 3. Payments

- A 50% deposit is required upon signing the service contract.
- All payments are processed through third parties and must be made at the job site.
- Accepted payment methods include credit/debit cards, PayPal, Zelle, cash, ACH, and checks.
- Checks are subject to verification and approval. Any returned or bounced checks will incur additional fees, and services may be delayed or canceled.
- Upon completion of the work, the remaining 50% balance must be paid.
- An invoice will be provided for every transaction. Any claims or disputes regarding Arifel Epoxy Floors must reference the issued invoice.

## 4. Project Scheduling and Cancellations

- Work schedules may be rescheduled at any time due to circumstances beyond the company's control. Notice of changes and the reason for rescheduling will be provided as soon as possible (e.g., weather conditions, material delays, unexpected labor shortages, or unforeseen site conditions).

- Rescheduled work will be prioritized based on availability, and new appointment dates will be provided promptly.
- Clients must provide at least 3 business days' notice to cancel a scheduled job. Failure to do so will result in a 25% charge of the total deposit due to material purchases and scheduling inconveniences. Only 75% of the deposit will be refunded.
- Clients may reschedule their project up to 30 days from the original scheduled date. If the rescheduled date exceeds this timeframe, a new price evaluation may be required.

## **5. Complaints and Resolution Process**

- All complaints must be submitted through our website. Once a complaint is received, a ticket number will be issued for tracking.
- Complaints will be resolved within 30 business days from the date of submission.
- The resolution of complaints may include corrections, repairs, or other agreed-upon actions.

## **6. Warranty and Liability**

- Clients have 30 business days after job completion to report any issues, which will be resolved at no additional cost.
- Any additional repairs or corrections outside this period will be covered based on the warranty terms agreed upon in the signed contract.
- Arifel Epoxy Floors is not responsible for damages caused by improper use of the installed flooring.

## **7. Use of Website and Services**

- You agree to use our website and services lawfully and ethically.
- Unauthorized copying, distribution, or modification of our content is prohibited.
- We may suspend or restrict access to any user violating these terms.
- Appointments generated through the website are considered tentative until confirmed by an Arifel Epoxy Floors representative.
- Users are responsible for providing accurate information when scheduling appointments or requesting estimates.

- Any misuse of the website, including fraudulent submissions, may result in denied service and legal action if necessary.

## **8. Privacy**

The use of our services is subject to our Privacy Policy, which details how we collect, use, and protect your information.

## **9. Changes to Terms**

We reserve the right to update these Terms and Conditions at any time. Updates will be posted on our website and take effect immediately.

## **10. Contact Information**

For any questions regarding these Terms and Conditions, contact us at:

- Email: [admin@arifelgroup.com](mailto:admin@arifelgroup.com)
- Phone: (239) 222-1775
- Website: [www.arifelgroup.com](http://www.arifelgroup.com)