

CANCELLATION POLICY

At Capital Tech Solutions, we understand that sometimes plans change and you may need to cancel or reschedule your IT service booking. Our cancellation policy for bookings is designed to be fair and transparent, ensuring that we can manage our schedule and provide the best possible service to all our clients.

1. Notice of Cancellation:

- Clients may cancel their IT service booking by providing written notice via email to hello@capitaltechsolutions.com.au.
- Notice of cancellation must be received at least 24 hours prior to the scheduled appointment time.

2. Cancellation Fees:

- Cancellations made with less than 24 hours' notice will incur a cancellation fee equivalent to 50% of the booked service fee.
- Cancellations made with less than 2 hours' notice or no-shows will incur a cancellation fee equivalent to 100% of the booked service fee.

3. Rescheduling:

- Clients may reschedule their IT service booking without penalty by providing at least 24 hours' notice via email to hello@capitaltechsolutions.com.au
- Rescheduling requests made with less than 24 hours' notice will incur a rescheduling fee equivalent to 25% of the booked service fee.

4. Onsite Service Specifics:

- For onsite service bookings, if our technician arrives at the scheduled location and is unable to perform the service due to client unavailability, the booking will be considered a no-show and the full service fee will be charged.
- Clients are responsible for ensuring access to the location and providing necessary information for onsite services.

5. Emergency and Exceptional Circumstances:

- We understand that emergencies and exceptional circumstances can arise. Please contact us as soon as possible to discuss your situation. We may waive cancellation fees at our discretion in these cases.

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6. Changes to Cancellation Policy:

- Capital Tech Solutions reserves the right to modify this cancellation policy with 30 days' notice to clients.

By booking our IT services, you acknowledge that you have read, understood and agreed to this cancellation policy. We value your business and appreciate your understanding and cooperation.

For any questions or to initiate a cancellation or rescheduling, please contact our support team at hello@capitaltechsolutions.com.au



(02) 8320 6775



hello@capitaltechsolutions.com.au



www.capitaltechsolutions.com.au

Capital Tech Solutions (ABN: 94 615 056 294) is a registered trading name of Capital Strategic Solutions Pty Ltd (ACN: 615 056 294).