

# Booking Policy



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## Appointment Booking and Confirmation:

- Online Booking Response: When you book an installation/service appointment online, you will receive a notification within the hour of booking to confirm your appointment.
- Appointment Confirmation: All scheduled appointments will be reconfirmed by us at least 24 hours in advance via your preferred contact method (email, phone, or text).
- Service Technician appointments are available at an hourly rate of \$150.00 USD

## Rescheduling Policy:

- Notice Required: If you need to reschedule your appointment, please contact us at least 12 hours in advance.
- Reschedule Limit: You may reschedule your appointment up to 2 times at no additional charge.
- Additional Reschedules: Beginning with the third reschedule, a \$50.00 rescheduling fee will apply for each additional change.

## Cancellations & No-Shows:

- We kindly ask for at least 12 hours' notice for any cancellations.
- Failure to notify us within this timeframe or failure to attend a confirmed appointment may result in additional fees or limitations on future service eligibility.

## Service Technician Visits:

- Hourly Rate: On-site technician services are billed at \$250.00 USD per hour.
- Additional Costs: This rate does not include travel, lodging, or other related accommodations, which will be billed separately based on actual incurred expenses.
- Booking Required: Technician dispatches must be scheduled in advance and are subject to the same booking and rescheduling policies outlined above.

## Remote Support (Phone/Video):

- Warranty Support: Customers with active warranties are eligible for remote support via FaceTime, Skype, or Zoom at no additional cost.
- Out-of-Warranty Support: If your warranty is void or expired, phone/video support is available based on our current support rates. Please contact us to receive a quote or to verify your support eligibility.
- Scheduling: Remote support sessions must be booked in advance and follow the same confirmation and rescheduling policies as in-person services.

## Contact:

To reschedule or cancel, please contact us at:

- Phone: [\(1\)-800-675-0160](tel:(1)800-675-0160)
- Email: [info@primoroasting.com](mailto:info@primoroasting.com)

We appreciate your understanding and cooperation in helping us provide timely and reliable service.