



Refunds and Cancellation Policy

1. You may cancel an inspection at any time prior to the date of the inspection, providing that you have issued an email advice to mypool@mypoolinspection.com.au, and we receive it before close of business on the date prior.
2. The inspection date may be rescheduled to another mutually agreeable date and time without additional cost to you, providing you comply with 1 Above.
3. If you cancel an inspection 48 hours prior to the date and time of the agreed inspection date and time, you will receive a refund of your full payment, less an administration and merchant fee transaction cost of \$35.00, plus GST.
4. If you cancel the inspection within 48 hours of the agreed inspection date, and before the date of the inspection, you will receive a refund of your full payment, less an administration and merchant fee transaction cost of \$65.00, plus GST.
5. If you cancel an inspection on the same day as the inspection date, no refunds are offered.
6. If you cancel an inspection on the same day as the inspection date, and you wish to reschedule another appointment date and time, additional charges may apply if travel, administration or other costs have been incurred by mypoolinspection.