

Refund Policy

1. No Refunds Policy

At T&T Auto Inspection, we maintain a strict no-refund policy. All sales and services rendered are final. This policy is communicated to all customers before the commencement of any service to ensure mutual understanding and agreement.

2. Customer-Supplied Parts

Customers may opt to supply their parts for certain services. It is important to understand that T&T Auto Inspection is not responsible for any issues that may arise from the use of customer-supplied parts. This includes, but is not limited to, problems stemming from faulty or used equipment that may lead to further vehicle issues.

3. Service Verification

Our technicians follow a comprehensive checklist and utilize a double-check system to ensure the accuracy and safety of all services provided. Despite our rigorous processes, we cannot guarantee the integrity of customer-supplied parts.

By adhering to these policies, T&T Auto Inspection aims to provide clear and consistent guidelines for all customers. Thank you for your understanding and cooperation.

4. Additional Refund Information

4.1 Introduction

At T&T Auto Inspection, we are committed to providing quality products/services and customer satisfaction. If you are not entirely satisfied with your purchase, we are here to help.

4.2 Eligibility for Refunds

4.2.1 Products:

To be eligible for a refund, the product must be:

- Returned within [number] days of purchase.
- Unused and in the same condition that you received it.
- In the original packaging with all tags and labels attached.

4.2.2 Services:

For services, refunds are available if:

- The service was not rendered as agreed.
- The request is made within [number] days of the service date.

4.3 Timeframe

Refund requests must be made within 30 days of the purchase date. After this period, we cannot offer a refund or exchange.

4.4 Conditions

Refunds are granted under the following conditions:

- Proof of purchase is provided.
- The product/service did not meet the advertised specifications or quality.
- The product was damaged upon receipt (with evidence provided, such as photos).

4.5 Process for Requesting a Refund

To request a refund, follow these steps:

1. **Contact Us:** Reach out to our customer service team at [email] or [phone number].
2. **Provide Details:** Include your order number, proof of purchase, and reason for the refund request.
3. **Return the Product:** If applicable, send the product to [return address].
4. **Await Approval:** Our team will review your request and notify you of the approval or rejection.

4.6 Refund Method

Refunds will be issued via the original method of payment:

- **Credit/Debit Card:** Refunds will be credited back to the original card used for the purchase within [number] business days.
- **Bank Transfer:** Refunds will be transferred to the original bank account within [number] business days.
- **Store Credit:** Refunds can also be issued as store credit, if preferred.

4.7 Exclusions

The following items/scenarios are not eligible for a refund:

- Gift cards
- Downloadable software products
- Perishable goods (e.g., food, flowers)
- Clearance or sale items
- Custom or personalized orders
- Services already rendered beyond the satisfaction guarantee period

5. Contact Information

If you have any questions about our refund policy, please contact us:

- **Email:** tntautoinspectionllc@gmail.com
- **Phone:** +1 (267) 632-4219
- **Address:** 241 E Armat St, Philadelphia, PA 19144

For any questions or clarifications regarding our refund policy, please feel free to contact us.