

# 8C Relocation



## Payment, Deposit & Cancellation Policy

### Deposit

- A deposit of 50% of the total package fee is required to secure your booking and confirm commencement of services.
- Deposits are non-refundable, as they secure your place in our schedule and may cover initial preparation and third-party bookings made on your behalf.

### Payment Terms

- The remaining balance is invoiced upon completion of service and is **due within 7 days of the invoice date.**
- Payments can be made via bank transfer to the nominated 8C Relocation account.
- Accounts unpaid after 7 days may incur a late fee of \$10 per week overdue, and 8C Relocation reserves the right to pause services until payment is received in full.

### Cancellations

- If you wish to cancel the service after the deposit has been paid and before the service commences, 8C Relocation reserves the right to retain the deposit, and no further fees apply.
- Cancellations made during the first half of service delivery: 50% of remaining package fee applies, reflecting resourcing and third-party costs already committed.
- Cancellations made when the service is over half way through: full package fee applies, reflecting resourcing and third-party costs already committed.

### Rescheduling

We understand that plans can change. Where possible, we will do our best to accommodate a reschedule request at no additional cost if notice of at least 14 days is provided. Rescheduling requests made with less notice may incur a rescheduling fee.

### Refunds

Outside of the cancellation terms above, refunds are considered on a case-by-case basis, particularly where 8C Relocation is unable to deliver a core element of the agreed service. Refunds will never apply to the deposit or to services already delivered.

### Questions

If you have any questions about this policy or your specific quote/invoice, please contact us at [8c-relocation@gmail.com](mailto:8c-relocation@gmail.com) before your payment due date to discuss options.