



CANCELLATION & REFUND POLICY

Version 2.0 · Effective August 1, 2026 · Supersedes all prior versions

This policy governs cancellation, refunds, credits, and service fees for all LVL Up Homes, LLC subscription plans and one-time services. It forms part of the Residential Service Terms and applies to every residential customer. Where this policy and any other document differ on cancellation, refunds, or fees, this policy governs.

1 HOW TO CANCEL

Cancellation requests must be made in writing, through either of these channels:

- Email help@lvluphomesllc.com
- Or send a message through **Client Hub**, our customer portal

A cancellation takes effect once we confirm it in writing. We aim to confirm within one business day.

2 NOTICE REQUIREMENT

We ask for **14 days' written notice before your next scheduled visit**. Because we bill when a service is completed rather than on a fixed calendar date, the visit is the event that matters, not a billing day.

If your notice arrives less than 14 days before your next visit, that visit will normally still take place and be billed, and your cancellation takes effect after it. You are never billed for a visit we have not performed.

3 MINIMUM SERVICE COMMITMENT

3 completed cleans on recurring plans

Bin cleaning is cumulative. A single visit removes most buildup, but set-in staining and odor in a long-neglected bin genuinely take a few cycles to resolve. Recurring plans therefore run for a minimum of **3 completed cleans** before a cancellation request is accepted. A request submitted earlier is held and applied once the 3rd clean is complete.

This minimum does not apply to:

- **One-Time** service, which has no minimum and no ongoing commitment
- **Bi-Monthly, Quarterly, and Semi-Annual** plans, which may be discontinued after any completed visit with the notice above
- **Add-on services**, which are governed by the Add-On Services Terms

4 CANCELLING BEFORE A PLAN TERM ENDS

One rule: leaving early costs 15% of your plan value

Every discounted plan trades a lower rate for a commitment. Leaving before that commitment is complete costs **15% of what the plan was worth**, plus the ordinary month-to-month rate for the cleans you already received. The only difference is how it is collected. **On prepaid plans** we retain 15% of the amount you paid and refund the balance. **On Annual Flex** there is no balance to hold back, so the equivalent is charged as a flat early termination fee of two months at your rate.

4.1 Month-to-Month

No commitment beyond the 3-clean minimum in Section 3. Cancel with notice at any point after your 3rd completed clean. Because each visit is billed after it is performed, there is no prepaid balance and no refund is required.

4.2 Seasonal Plan · 6-month prepay

Refund = (85% of Amount Paid) – (Month-to-Month Rate x Cleans Received)

Plan	You prepaid	We retain 15%	M-t-M rate	Cancel after 3	Cancel after 4
1x Essential	\$240.00	\$36.00	\$45/mo	\$69.00	\$24.00
1x Premium	\$348.00	\$52.20	\$65/mo	\$100.80	\$35.80
2x Essential	\$420.00	\$63.00	\$78/mo	\$123.00	\$45.00
2x Premium	\$594.00	\$89.10	\$110/mo	\$174.90	\$64.90

The earliest you can cancel is after your 3rd clean, so that is where the table begins. By the 5th clean the balance is exhausted and no refund is due.

4.3 Annual Plan · 12-month prepay

Same formula, applied across twelve months.

Plan	You prepaid	We retain 15%	M-t-M rate	After 3	After 6	After 8
1x Essential	\$444.00	\$66.60	\$45/mo	\$242.40	\$107.40	\$17.40
1x Premium	\$648.00	\$97.20	\$65/mo	\$355.80	\$160.80	\$30.80
2x Essential	\$768.00	\$115.20	\$78/mo	\$418.80	\$184.80	\$28.80
2x Premium	\$1,092.00	\$163.80	\$110/mo	\$598.20	\$268.20	\$48.20

Why the refund reaches zero around month 9

The Annual Plan is priced at roughly two free cleans. By about the ninth month the cleans you have received, valued at our ordinary rate, exceed the 85% balance, so no refund is due. Nothing further is charged either. The plan simply ends.

4.4 Annual Flex · 12-month commitment, monthly billing

Annual Flex gives you the annual discount without paying up front. In exchange it carries a full 12-month commitment. Since there is no prepaid balance for us to retain from, the same 15% applies as a one-time **early termination charge equal to two months at your Annual Flex rate**. Two months out of twelve is close to the 15% held back on the prepaid plans, so the cost of leaving early is comparable whichever plan you chose.

Plan	Your Flex rate	If you cancel in months 1 to 11	After month 12
1x Essential	\$39/mo	\$78	\$0
1x Premium	\$57/mo	\$114	\$0
2x Essential	\$68/mo	\$136	\$0
2x Premium	\$96/mo	\$192	\$0

- The charge is the same whether you cancel in month 2 or month 11.
- It is billed to the payment method on file at the time of cancellation.
- Once your 12-month commitment is complete there is no charge at all. You may cancel any time thereafter with 14 days' notice.
- It does not apply if we cancel your service, or if you cancel because we have stopped serving your address.

4.5 One-Time and infrequent plans

One-Time service carries no commitment, no minimum, and no termination charge. A scheduled One-Time visit may be cancelled or rescheduled at no cost with at least 48 hours' notice. Bi-Monthly, Quarterly, and Semi-Annual plans may be discontinued after any completed visit.

5 WHEN WE MISS A SERVICE

If we cannot perform a scheduled service because of weather, equipment, or any other operational reason:

- **We reschedule.** We contact you within 24 hours and complete the service within 5 business days of the original date, at no extra charge.
- **If we cannot, you are credited.** If the rescheduled visit does not happen within those 5 business days, a full credit for that visit is applied to your next bill automatically. You do not need to ask.

We determine when conditions make service unsafe. You will always be told promptly.

6 WHEN SERVICE CANNOT BE COMPLETED

If we arrive and the service cannot be performed because bins are not at the curb, are still full, or the work area is blocked or unsafe, the visit counts as delivered and no credit or refund is due.

Trip fee applies to standalone visits only

On recurring bin cleaning there is **no additional fee**. The visit is simply counted. For standalone or dedicated-visit services such as driveway cleaning or house washing, where we reserve a route slot specifically for you, a **\$50 trip fee** applies if we cannot access the work area. Give us 48 hours' notice and there is no charge.

7 NEW CUSTOMER SATISFACTION GUARANTEE

If you are not satisfied with your **first** clean:

- **1x per month plans:** we return on your next trash and recycling pickup day and re-clean at no charge.
- **2x per month plans:** a credit equal to 50% of your next scheduled service is applied to your account.

Contact us within 48 hours of your first completed clean. The guarantee covers the first clean only and cannot be combined with other credits or promotions.

8 REFUNDS, CREDITS, AND DISCOUNTS

- Approved refunds are processed within 5 to 10 business days of confirmation and returned to the original payment method.
- Account credits are applied within 1 business day and appear on your next invoice.
- **Promotional and referral discounts are applied at invoicing, before payment is captured.** Nothing is charged and then refunded.
- Referral discounts cannot be combined with other promotions.
- We may withhold a refund on an account with an outstanding balance, applying it to that balance first.

9 CHARGEBACKS AND PAYMENT DISPUTES

If you believe a charge is wrong, contact us first. Nearly every billing question is resolved the same day, and we would rather fix it directly than have you go through your bank.

- A failed or returned payment incurs a **\$15 fee**. We will attempt to re-run the payment and will let you know before we do.
- Service may be paused on an account with a balance more than 15 days overdue. We will contact you before pausing anything.
- If a chargeback is filed on a service that was performed, we may suspend service pending resolution and provide the service record to your card issuer.
- Prepaid plan balances are not forfeited during a dispute.

10 IF WE CANCEL YOUR SERVICE

We may discontinue service at our discretion, including if an address falls outside our route coverage, if conditions at the property are persistently unsafe, or if an account remains unpaid.

A different, more generous formula applies

If **we** end your service, you receive a **full pro-rated refund** for any unused prepaid period. We do not apply the month-to-month recovery described in Section 4, and no early termination charge applies to Annual Flex. You are only ever charged for service you received.

11 RENEWALS AND CHANGES TO THIS POLICY

11.1 Automatic renewal

Subscription plans renew automatically at the end of each term unless cancelled beforehand. For any plan whose renewal term is longer than 60 days, which includes the Seasonal, Annual Flex, and Annual Plans, we send written notice by email **at least 30 days before the renewal date**, stating the date your plan will renew and confirming that it will renew unless you cancel before then. If any term or rate is changing at renewal, that change is stated clearly in the same notice.

11.2 Changes to this policy

We may update this policy. Material changes, including any change to rates, fees, or refund terms, are emailed to active subscribers at least **30 days** before they take effect. Minor corrections are published with an updated version number and effective date. The version in force is always the one published at lvluphomesllc.com/terms on the date you accepted it.

12 GENERAL

- This policy is governed by the laws of the State of North Carolina.
- Dispute resolution, including the arbitration provision and class action waiver, is set out in the Residential Service Terms.
- If any provision here is found unenforceable, the rest remains in force.

- Questions: help@lvluphomesllc.com or (919) 323-2208.

How you accepted this policy

By submitting a service request and confirming the acknowledgment on our request form, you agreed to the version of this policy published at lvluphomesllc.com/terms on that date. No signature is required. This is **Version 2.0, effective August 1, 2026**. Prior versions remain available on request.