



CDS
AUDIO
VISUAL

CDS Cancellation Policy
CDS Audio Visual
ABN 23 164 545 865

Once our services have been engaged and payment made, any refunds will be handled in the following manner:

- 30 day prior to delivery / commencement date and no services provided – 100% refund
- 14 Days prior to delivery / commencement date and no services provided – 25% refund
- AFTER 14 days prior to delivery / commencement date – No refund

Any services provided prior to cancellation will attract a cost and will be factored into any refund as is applicable and negotiated with the client at that time.

Services defined in the quotation or order will be deemed to have been completed upon delivery of the relevant documentation, material or physical product to you via either electronic or physical means as is appropriate, the achievement of a 'go-live' state for online production or upon delivery and completion of setup of equipment to the event as is appropriate. Any changes or amendments requested to the service or equipment after these milestones or if any additional services are requested that are not clearly defined in our quotation or proposal then said services will be charged at the appropriate rate for the time required to complete the request or supply the equipment.

Any and all additional services or equipment outside the defined quotation or order will be discussed, quoted and invoiced to the client prior to any supply or delivery.

01 January 2017