

# Cancellation & Refund Policy

Waco Wall Printing LLC • Effective Date: June 4, 2026

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## 1. Overview

Waco Wall Printing LLC provides custom, on-site printing and design services. Because our work is highly customized and resources are committed upon project scheduling, the following Cancellation and Refund Policy applies to all engagements. This policy is part of our Terms of Service and is governed by the laws of the State of Texas.

## 2. Deposits

A deposit of fifty percent (50%) of the total quoted project cost is required to confirm and schedule a project. This deposit reserves our equipment, personnel, and time slot for your project.

Deposits are non-transferable to other clients but may be applied to a rescheduled project under the conditions described below.

## 3. Client Cancellations

**More than 72 hours before scheduled project date:** Full refund of deposit. No cancellation fee.

**Between 24 and 72 hours before scheduled project date:** Fifty percent (50%) of the deposit is forfeited as a cancellation fee to cover scheduling and preparation costs. The remaining fifty percent (50%) of the deposit will be refunded.

**Less than 24 hours before scheduled project date:** The full deposit is forfeited. No refund will be issued.

**Day-of cancellation or no-show:** The full deposit is forfeited and a trip fee of one hundred fifty dollars (\$150.00) may be charged if our team has already dispatched to the job site.

All cancellation requests must be submitted in writing via email to [brian@wacowallprinting.com](mailto:brian@wacowallprinting.com). Cancellations communicated by phone must be followed up with a written email confirmation.

## 4. Rescheduling

Clients may reschedule a project one (1) time without penalty if notice is provided more than seventy-two (72) hours before the originally scheduled date. Deposits are fully transferable to the rescheduled date.

A second or subsequent reschedule request, or a reschedule request made with less than seventy-two (72) hours notice, may be subject to a rescheduling fee of one hundred dollars (\$100.00) and is subject to availability.

## **5. Company-Initiated Cancellations**

In the rare event that the Company must cancel a scheduled project due to equipment failure, illness, or circumstances beyond our control, the Client will receive: a full refund of any deposit paid, or the option to reschedule at no additional cost.

The Company's liability in the event of a Company-initiated cancellation is limited to the refund of amounts paid. We are not responsible for incidental costs incurred by the Client in connection with the cancelled project (e.g., contractor coordination, lost wages).

## **6. Refunds for Completed Work**

Because all Services are custom and performed on-site, we do not offer refunds for completed work. However, we stand behind the quality of our Services.

If you are dissatisfied with the result of a completed project, please contact us in writing within seven (7) days of project completion. We will evaluate the concern and, if a workmanship defect is confirmed, we will re-print or repair the affected area at no charge under the terms of our warranty (see Section 9 of the Terms of Service).

Dissatisfaction based on subjective preference (e.g., design choices that were approved by the Client before printing) does not qualify for a refund or re-print.

## **7. Design Services**

Graphic design and fine art services are billed at one hundred fifty dollars (\$150.00) per hour. Hours worked are non-refundable once the work has been performed.

If a design project is cancelled after work has commenced, the Client is responsible for payment of all hours worked up to the time of cancellation. Any deposit held will be applied to the outstanding balance.

## **8. Surface Preparation Issues**

The Company is not responsible for print quality issues arising from surfaces that are improperly prepared, previously damaged, contaminated, or otherwise unsuitable for printing when such conditions were not disclosed during the site survey.

If a surface condition discovered on print day prevents completion of the project, a trip fee of one hundred fifty dollars (\$150.00) will be charged and the deposit will be held pending rescheduling. The Client will be notified immediately and given the opportunity to remediate the surface condition before rescheduling.

## **9. Refund Processing**

Approved refunds will be processed within ten (10) business days to the original payment method. Refunds to credit cards are subject to the processing timelines of the Client's card issuer.

## **10. Disputes**

If you believe a charge was made in error or have a concern about billing, contact us first at [brian@wacowallprinting.com](mailto:brian@wacowallprinting.com) or 254-265-8902. We will work in good faith to resolve the issue. Disputes not resolved through direct communication are subject to the dispute resolution process outlined in our Terms of Service.

Initiating a chargeback with your credit card issuer without first contacting us may result in project suspension and collection action for any valid amounts owed.

## **11. Contact**

Waco Wall Printing LLC  
1325 South Valley Mills Road, Waco, TX 76711  
Phone: 254-265-8902  
Email: [brian@wacowallprinting.com](mailto:brian@wacowallprinting.com)  
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