

# Refund, Cancellation & Returns Policy

**ROCU Solution LLC d/b/a STEPS & GLASS**

**Effective Date:** January 1, 2026

This Policy applies to (A) **custom projects** (stairs/railings/glass systems including measurement, design, manufacturing, delivery, installation) and (B) **product/components** sold as part of a project or separately.

## A) Custom Projects (Manufacture / Install)

A0) Custom Fabrication (Made-to-Order)

All materials and products provided under this Policy are custom-designed and/or custom-fabricated specifically for Client's project and are not resalable.

Deposits and progress payments are non-refundable once materials are ordered or fabrication has commenced.

### A1) Deposits, Design, and Measurement

- Amounts paid become **non-refundable once measurement is performed and/or design/rendering work begins**, because work is performed and production capacity/material planning is reserved.

### A2) Cancellation Before Measurement / Before Work Starts

If you cancel **before** on-site measurement or design work begins, you may request a refund **minus**:

- **\$1,000 administrative fee**, and
- any payment processing fees (if applicable).

### A3) Cancellation After Measurement/Design Begins, Before Fabrication

If you cancel **after** measurement/design begins but **before** fabrication starts:

- You are responsible for costs incurred to date (measurement, design/rendering, engineering coordination if applicable, project management), plus any non-cancelable third-party costs already committed.
- Any remaining prepaid balance may be refunded at ROCU's discretion or as required by law.

#### A4) Cancellation After Fabrication Starts (Made-to-Order)

Once fabrication/manufacturing begins (including ordering custom glass, custom-cut metal/stringers, custom-finished components, or cut-to-size treads), **no refunds** are available for those made-to-order items.

If cancellation occurs after fabrication starts, you remain responsible for the contract price **minus** any clearly unperformed installation labor, subject to committed costs and materials.

#### A5) Rescheduling / Trip Fee (Site Not Ready)

If delivery/installation is scheduled and the site is not ready or access is not available, ROCU may charge a **\$500 trip/reschedule fee**. Additional mobilizations caused by other trades or site delays may be billed.

#### A6) Change Orders

Changes after approvals may increase cost and extend lead times. Deposits already applied remain non-refundable.

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## B) Product / Component Sales

Because most items we provide are **project-specific and/or made-to-order**, **all sales are final** except as stated below.

### B1) Damaged or Incorrect Items

Payment Dispute / Chargeback Waiver

Client acknowledges and agrees that all payments made under this Policy/Agreement are for custom-designed and custom-fabricated goods and services.

Client expressly agrees not to initiate any credit card chargeback, bank reversal, or payment dispute without first providing written notice to Company and allowing Company a minimum of ten (10) business days to cure or resolve the claimed issue.

In the event Client initiates a chargeback or payment dispute in violation of this Policy/Agreement, Client shall be deemed in material breach of contract and shall be liable for all damages, including but not limited to administrative fees, chargeback fees, attorney's fees, collection costs, and any related expenses incurred by Company.

#### Attorney's Fees

In the event of any dispute arising from an unauthorized chargeback or payment reversal, the prevailing party shall be entitled to recover reasonable attorney's fees and costs.

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## E) Contact

**ROCU Solution LLC d/b/a STEPS & GLASS**

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Phone: **786-402-6222** (Florida calls/text)

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