SKYRUN LIMO LLC

REFUND POLICY

Effective Date: [INSERT EFFECTIVE DATE]
Last Updated: [INSERT LAST-UPDATED DATE]

1. Introduction

This Refund Policy explains how Skyrun Limo LLC ("Skyrun," "we," "our," or "us") handles requests for refunds related to chauffeur transportation services.

It applies to eligible payments made for quotes, deposits, confirmed bookings, and other transportation charges, subject to the applicable booking terms and law.

This policy must be read together with the Skyrun Limo Cancellation Policy and the Terms & Conditions.

2. General Refund Principles

Refund eligibility depends on the payment made, the status of the booking, the applicable cancellation terms, whether the service was provided, and the circumstances of the request.

We will assess refund requests fairly and in accordance with applicable law and the agreed booking terms.

A request for a refund does not guarantee that the full amount will be refundable. Equally, this policy does not eliminate any refund or other rights that applicable law gives a customer.

3. Ride Enquiries and Unconfirmed Requests

Submitting a ride enquiry or quote request does not itself create a confirmed booking.

If a customer paid an amount before a booking was confirmed, the payment will be reviewed according to the disclosed payment terms and the circumstances of the transaction.

If a booking is not accepted and the customer is entitled to a refund, Skyrun will arrange the applicable refund.

4. Customer-Initiated Cancellations

Refunds for customer-initiated cancellations are determined by the applicable Cancellation Policy and the terms disclosed and agreed to before booking.

Depending on the approved booking terms, an eligible refund may be:

- **A full refund.**
- **A refund less a disclosed and lawful cancellation fee.**
- **A partial refund where a permitted charge or portion of the service is non-refundable.**
- **No refund where a disclosed, agreed, and lawful term applies.**

These are possible outcomes, not a declaration that any particular charge is currently imposed by Skyrun.

Client decision required: Confirm the actual cancellation and refund rules before this section is finalized.

5. Cancellations by Skyrun

If Skyrun cancels a confirmed booking and cannot provide the agreed service, we will explain the available options.

Depending on the circumstances, the booking terms, and applicable law, customers may be eligible for:

- **A refund of amounts paid for the cancelled service.**
- **An alternative arrangement accepted by the customer.**
- **Rescheduling, where available and agreed.**

An alternative arrangement should not be treated as accepted automatically. Refund eligibility and amount will be determined in accordance with the applicable agreement and law.

6. Service Not Provided or Materially Different

If the agreed transportation is not provided, or a material problem occurs with the service, contact Skyrun promptly.

Please provide the booking reference, travel date, a description of the issue, and any

supporting documentation.

Skyrun will review the circumstances, including the agreed booking details, the service actually provided, communications between the parties, and applicable law.

Where a refund or other remedy is due, Skyrun will communicate the outcome and any necessary next steps.

7. Duplicate or Incorrect Charges

If you believe you were charged twice or charged an incorrect amount, contact us with:

- **Your name and booking reference.**
- **The date and amount of the charge.**
- **The payment method used, described without sending full card details.**
- **Any transaction reference shown by your payment provider.**

We will investigate and, if a duplicate or incorrect charge is confirmed, arrange the appropriate correction or refund.

8. Deposits and Prepayments

Whether a deposit or prepayment is refundable depends on the terms communicated and agreed to when the booking was made, subject to applicable law.

Before accepting a deposit, Skyrun should clearly disclose:

- **The amount or percentage due.**
- **What the payment secures.**
- **The balance and payment deadline.**
- **Whether the deposit is refundable.**
- **The cancellation terms.**
- **Any circumstances in which a refund or deduction may apply.**

A payment should not be described as non-refundable unless that condition was properly disclosed, agreed to, and is lawful.

9. No-Shows and Late Cancellations

Where a customer fails to appear or cancels too late, the applicable booking terms may permit a disclosed fee.

Any resulting refund will be calculated under the Cancellation Policy and the terms applicable to the booking.

Skyrun should not impose an undisclosed fee or automatically treat every missed pickup as a no-show without applying the agreed conditions and relevant circumstances.

10. Additional Charges and Partial Refunds

If a booking includes additional stops, extra time, waiting charges, route changes, or other separately agreed services, refund calculations may take those items into account where lawful.

Any partial refund should be explained clearly, including the amount refunded and the basis for any deduction.

Taxes, payment-processing charges, and other fees will be handled according to applicable law, the relevant provider's terms, and the customer's agreement.

11. How to Request a Refund

To request a refund, contact:

Email: skyrunlimo2428@gmail.com
Phone: +1 (872) 300-2173
Phone: +1 (630) 237-8726

Please include:

1. **Your full name.**
2. **Booking or transaction reference.**
3. **Date of the scheduled ride.**
4. **Amount paid.**
5. **Reason for the request.**
6. **Relevant supporting information.**

Do not send full payment-card numbers, security codes, account passwords, or other sensitive payment credentials by email.

12. Refund Review and Processing

Skyrun will review the request and may ask for additional information reasonably

needed to verify the transaction or circumstances.

If a refund is approved, it will generally be submitted through the original payment method where feasible and appropriate, unless another method is agreed to or required by law.

The time required for the funds to appear may depend on the payment processor, bank, card issuer, or other financial institution.

Client decision required: Skyrun must confirm its operational refund-processing target and payment methods before a specific processing timeframe can be published.

Any timeframe communicated to customers must be realistic and must not override statutory deadlines or rights.

13. Payment Disputes and Chargebacks

If you believe a payment is incorrect, we encourage you to contact Skyrun so we can investigate.

You may also have rights to dispute a charge with your bank, card issuer, or payment provider. Nothing in this policy prevents you from exercising any rights available under applicable law or payment-network rules.

Skyrun will respond to payment disputes through the applicable process.

14. Third-Party Payment Providers

Where a third-party payment provider processes a transaction, its terms may govern certain aspects of payment processing and settlement.

Skyrun remains responsible for handling refund requests in accordance with its own applicable obligations and the agreed booking terms. A payment provider's processing time does not eliminate a customer's legal rights.

15. Changes to This Policy

We may update this policy to reflect changes in our payment processes, booking arrangements, or legal obligations.

The revised version will be posted with an updated date. Changes will apply as

permitted by law and will not automatically rewrite the agreed refund terms of an existing booking.

16. Contact Information

Skyrun Limo LLC
Email: skyrunlimo2428@gmail.com
Phone: +1 (872) 300-2173
Phone: +1 (630) 237-8726

Business mailing address: [INSERT VERIFIED U.S. BUSINESS MAILING ADDRESS]

Publication Review

Before publication, confirm the deposit model, cancellation-fee structure, refund eligibility rules, treatment of payment-processing charges, refund method, and processing target. Ensure these terms match the actual checkout process and booking confirmations.