



Effective Date: 08-12-2025

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www.CanvasLandscapingLLC.com

This Refund Policy applies to all residential and commercial clients of Canvas Landscaping LLC. It explains how deposits, payments, and refunds are handled throughout our sales process: Request → Quote → Job → Invoice.

Quotes & Acceptance

- All quotes are valid for 10 days from the date issued, unless otherwise stated.
- Acceptance of a quote constitutes agreement to the scope of work, pricing, and terms, including this Refund Policy.

Deposits

- Some jobs, especially large or custom projects, require a non-refundable deposit to secure scheduling and cover materials procurement.
- Deposit amount will be stated on the quote or invoice and is typically 25%–50% of the total project cost.
- Residential & Commercial: Once a deposit is paid, it is non-refundable except in cases where Canvas Landscaping LLC cancels the job before starting work or purchasing materials.

Cancellations

Residential Clients

- Before Work Starts: If you cancel after paying a deposit but before work begins, the deposit will not be refunded but no further payment will be due. Unless materials have been purchased.
- After Work Begins: If work has started, you will be billed for the deposit plus the value of completed work and any purchased materials at the time of cancellation.

Commercial Clients

- Before Work Starts: Deposit remains non-refundable; additional charges may apply for special-order materials already purchased.
- After Work Begins: You will be billed for the deposit plus the value of all completed work, labor, and purchased materials.

Job Changes or Scope Reductions

If you request changes that reduce the project scope after a deposit is paid, Canvas Landscaping LLC may adjust the final invoice accordingly, but deposits will not be refunded.

Unsatisfactory Work

- If you believe work is incomplete or unsatisfactory, you must notify Canvas Landscaping LLC in writing within **5** business days of completion.
- We will work to resolve the concern through repair, replacement, or adjustment before considering a partial refund.

Refund Processing

Approved refunds will be issued within 14 business days via the original payment method, unless otherwise agreed.

Non-Refundable Items

- Deposits (unless Canvas Landscaping LLC cancels the job before starting work)
- Special-order or custom materials purchased specifically for your project
- Completed labor

Approval & Agreement to Terms

By approving a quote or estimate — whether through the Jobber Client Hub, by calling CANVAS LANDSCAPING LLC at 320-281-9186, or by emailing any address ending in @canvaslandscapingllc.com — the Client expressly acknowledges and agrees to be bound by all the terms and conditions outlined in this Agreement. By using our services, you accept the terms outlined in this Agreement and the service-specific sections applicable to your selected services.