



Refund and Return Policy

Service Satisfaction & Refund Policy

1. Service Standards

North of Scotland Bonding Company Limited is committed to providing high-quality services. We ensure that all services are performed with reasonable care and skill, and in accordance with the agreed-upon description and industry standards.

2. Client Satisfaction & Remedy Period

We want you to be satisfied with our work. If you believe the service performed did not meet the agreed-upon standards or description, please report the issue to info@nosbonding.com / +44 (0) 141 406 4660 within 48 hours of receipt.

3. Remedy Options (Re-do Policy)

Instead of a cash refund, North of Scotland Bonding Company Limited offers a "re-do" or repeat performance of the service at no extra cost to you if the initial service is found to be faulty, incomplete, or not as described.

- The request for a re-do must be made within the satisfaction period mentioned above.
- We will schedule the remedial service at the earliest mutually convenient time.

4. Refund Eligibility

Refunds are not guaranteed and are only considered if a repair or repeat performance is not possible, or if the initial service failed to fix the issue after a re-do attempt.

- Refunds will not be issued for services that have already been fully performed and accepted by the client.
- If a refund is deemed appropriate, it will be processed to the original method of payment within 7 days.



5. Cancellation & Rescheduling Policy

To protect our time and resources, we require at least 48 hours notice to cancel or reschedule an appointment.

- **Late Cancellation:** Cancellations made less than 48 hours before the scheduled time may incur a fee of 50% of the service.
- **No-Show:** If you do not show up for a scheduled appointment without notifying us, you may be charged the Full amount for the service.
- **Costs Incurred:** Any costs already incurred by North of Scotland Bonding Company Limited (e.g., prep materials, third-party bookings) prior to cancellation will be charged.

6. Exclusions ("Change of Mind")

Please note that refunds are not provided for simple "change of mind" once the service has been fully performed and rendered.

We keep our refund and return policy under regular review. This version was last updated on 17th February 2026.