

BIG-ABE Appointment Reservation & Diagnostic Payment Policy

Terms for appointment reservation, diagnostic, assessment and scheduled-maintenance services, cancellation, rescheduling, no-show, and refunds

KEEPING CRITICAL SYSTEMS OPERATIONAL

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Version 1.2 applies prospectively. Prior Versions 1.0 and 1.1 acceptance evidence and transactions remain unchanged.

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BIG-ABE Appliance, Refrigeration & HVAC ("BIG-ABE") requires an appointment reservation payment when certain service appointments are scheduled. This payment reserves technician capacity for the scheduled appointment. If the scheduled visit proceeds, the appointment reservation payment is applied toward the applicable diagnostic, assessment or scheduled-maintenance charge identified during booking.

1. Application of Payment

The appointment reservation payment collected at booking will be applied toward the applicable diagnostic, assessment or scheduled-maintenance charge if the scheduled visit proceeds.

A diagnostic charge covers BIG-ABE's commitment of technician time and resources to evaluate a reported equipment or service condition.

An assessment charge covers BIG-ABE's commitment of technician time and resources to evaluate an existing installation, available equipment information, site conditions, accessible utility connections, measurements, project requirements or other conditions identified in the applicable booking description.

A scheduled-maintenance charge covers BIG-ABE's commitment of technician time and resources to perform the routine inspection, operational checks and maintenance tasks expressly identified in the applicable booking description.

Unless expressly stated otherwise, a scheduled-maintenance charge does not include repairs, replacement parts, refrigerant, materials, extensive cleaning or restoration, duct cleaning, inaccessible-component work, utility modifications or other additional services.

A scheduled-maintenance or tune-up visit does not guarantee improved performance, future reliability, energy savings, correction of an undisclosed fault or prevention of equipment failure.

Unless expressly stated otherwise, a diagnostic, assessment or scheduled-maintenance charge does not include repair labor, replacement parts, refrigerant, materials, engineering or design services, equipment procurement, installation, removal, haul-away, permits, utility modifications or other subsequently authorized services.

A project assessment does not guarantee technical feasibility, equipment compatibility, project acceptance, final scope, final pricing or availability of recommended equipment.

If BIG-ABE offers to credit some or all of a diagnostic, assessment or scheduled-maintenance charge toward subsequently authorized work, that credit will be identified in the applicable estimate, service order or invoice.

2. Customer Cancellation

A customer may cancel or reschedule an appointment without forfeiting the appointment reservation payment when notice is provided at least 24 hours before the scheduled appointment window. The 24- hour notice period is measured from the beginning of the confirmed appointment window. For example, for a confirmed appointment window of 1:00-3:00 PM on Tuesday, timely notice must be provided before 1:00 PM on Monday.

Cancellation or rescheduling notice must be submitted through BIG-ABE's designated scheduling system or another cancellation method identified in the customer's appointment confirmation.

For a timely cancellation, the customer may choose to:

- receive a refund of the appointment reservation payment; or
- apply the appointment reservation payment to a rescheduled eligible BIG-ABE service appointment.

Cancellations made less than 24 hours before the beginning of the confirmed appointment window will ordinarily result in forfeiture of the payment because technician capacity has already been reserved, unless BIG-ABE determines that a refund or transfer is appropriate under the circumstances.

3. Rescheduling

A customer who provides at least 24 hours' notice may transfer the appointment reservation payment to a rescheduled appointment without an additional appointment reservation payment.

Repeated rescheduling, or rescheduling with less than 24 hours' notice, may be treated as a late cancellation and may require a new appointment reservation payment.

4. Customer No-Show or Inability to Access Equipment

The appointment reservation payment is non-refundable when:

- neither the customer nor a designated representative who is at least 18 years old is available during the scheduled appointment window;
- BIG-ABE cannot obtain reasonable access to the service location or equipment;
- the customer or designated representative declines to permit the technician to begin the scheduled diagnostic, assessment or maintenance service after arrival; or
- circumstances within the customer's reasonable control prevent BIG-ABE from performing the scheduled visit.

A new appointment reservation payment may be required to schedule another visit.

5. BIG-ABE Cancellation or Rescheduling

If BIG-ABE cannot honor the scheduled appointment, the customer may choose either:

- transfer of the full appointment reservation payment to a mutually acceptable rescheduled appointment; or
- a full refund of the appointment reservation payment.

A customer will not forfeit the appointment reservation payment because BIG-ABE is unable to perform the scheduled appointment.

6. Diagnostic, Assessment or Scheduled Maintenance Service Cannot Be Completed

If a technician arrives and begins the diagnostic, assessment or scheduled-maintenance service but cannot complete the diagnosis, assessment or scheduled maintenance because additional testing, specialized equipment, parts, manufacturer information, or a subsequent visit is reasonably required, BIG-ABE will explain the next required step.

The diagnostic, assessment or scheduled-maintenance charge associated with the service visit will not automatically be duplicated solely because additional testing, specialized equipment, parts, manufacturer information, or a subsequent visit is required. BIG-ABE will identify any additional diagnostic, assessment or scheduled-maintenance charges and obtain customer authorization before performing separately chargeable additional diagnostic, assessment or scheduled-maintenance work.

If BIG-ABE determines that it cannot reasonably provide the requested diagnostic, assessment or scheduled-maintenance service, BIG-ABE may refund or credit all or part of the applicable diagnostic, assessment or scheduled-maintenance charge, as appropriate to the circumstances.

7. Repairs, Project Work and Additional Services

The appointment reservation payment secures the scheduled appointment and, when the visit proceeds, is applied toward the applicable diagnostic, assessment or scheduled-maintenance charge. It does not authorize repairs, parts, refrigerant, extensive cleaning, restoration, equipment procurement, conversion, installation, removal, haul-away, engineering, design, utility modification or other additional chargeable work.

After the diagnostic, assessment or scheduled-maintenance visit, BIG-ABE will obtain the customer's authorization before performing separately chargeable repairs, project work or other services.

Any credit offered toward subsequent authorized work will be shown on the applicable estimate, service order or invoice.

8. Refunds

Approved refunds will be returned through the original payment method whenever practicable.

Processing and posting times may depend on the customer's financial institution and payment network.

Nothing in this policy limits any refund or other right that cannot lawfully be waived.

9. Customer Agreement

Before submitting the appointment reservation payment, the customer must affirmatively acknowledge, by selecting the required unchecked consent checkbox, that they have reviewed and agree to this Appointment Reservation & Diagnostic Payment Policy. Payment cannot proceed until the customer affirmatively selects the checkbox. BIG-ABE will retain the applicable policy version and evidence of the customer's acceptance.