

Order Cancellation and Handling Fee Policy

Once an order has been placed and confirmed with SJ Solutions, any cancellation requests must be made in writing within 2 hours of placing the order. If you wish to cancel your order after this time period, a service charge will be applied. This charge is necessary to cover the costs associated with returning the parts to our supplier.

If an order has been placed incorrectly, there will be a handling fee charge. This fee covers the administrative costs of processing and correcting the order.

By placing an order with SJ Solutions, you acknowledge and agree to the following:

- **Service Charge:** A service charge will be applied for order cancellations made after 2 hours of order placement. This charge will cover the costs of shipping the parts back to our supplier, as well as any restocking fees.
- **Handling Fee:** If an order has been placed incorrectly, there will be a handling fee charge to cover administrative costs.
- **Non-Refundable Charges:** Certain charges, such as shipping and handling fees, may be non-refundable. These fees may apply even if the order is canceled.
- **Timing of Refund:** Refunds for canceled orders will be processed once the returned parts have been received and inspected by our supplier. This process may take several business days.

If you have any questions or concerns about our cancellation and handling fee policy, please contact our customer service team for assistance.