



Diamond City IT
Managed Service Provider

Diamond City IT – Refund Policy

Adoption Date: October 6, 2025 (V1)

1. Purpose and Scope

This Refund Policy (“Policy”) governs all refund requests for services and products purchased from **Croughn Enterprises LLC**, doing business as **Diamond City IT** (“the Company,” “we,” “us,” or “our”).

By engaging our services or purchasing any products, the client (“Customer,” “Client,” or “You”) agrees to comply with the terms set forth herein. This Policy applies to both residential and commercial clients unless otherwise specified by contract.

2. Refund Request Requirements

a. Submission Period:

All refund requests must be submitted **in writing no later than thirty (30) days** from the date of invoice or service delivery, whichever occurs first.

Requests submitted **after thirty (30) days** shall be **automatically denied** and deemed **ineligible for consideration**, without exception.

b. Submission Format:

Refund requests must be sent by email to **Billing@DiamondCityIT.com** or delivered by certified mail to the Company’s business address listed in “**Section 7. Contact Information**”. Verbal refund requests (phone or in-person) will **not be accepted**.



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3. Acceptable Reasons for Refund Consideration

Refunds may only be granted under specific, reasonable circumstances that demonstrate a failure of service, product defect, or billing error attributable to the Company. Acceptable reasons include, but are not limited to, the following:

1. **Service Not Rendered:**
The Client was billed for services that were not performed or initiated by Diamond City IT.
2. **Duplicate or Erroneous Billing:**
A duplicate invoice or incorrect billing amount was issued due to administrative error on the Company's part.
3. **Product Defect (if applicable):**
A product or part supplied by Diamond City IT was defective upon receipt and verified by the Company as such.
4. **Service Cancellation by Company:**
If Diamond City IT cancels a service prior to commencement without providing an alternative or reschedule option, any prepaid fees related to that service shall be refunded.

Refunds will **not** be issued for reasons such as change of mind, dissatisfaction unrelated to service quality, or failure by the Client to maintain required equipment, software, or network conditions necessary for service delivery.

4. Evaluation and Processing

Upon receiving a written refund request, the Company will review the claim and may request additional documentation or clarification. Refund determinations will be made within **fourteen (14) business days** of receipt of the complete request.

Approved refunds will be processed via the **original method of payment**, unless otherwise agreed in writing. Processing times may vary depending on the payment provider.



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5. Non-Refundable Charges

The following charges are **non-refundable** under all circumstances:

- Travel fees, mileage, or transportation-related expenses.
- Labor performed prior to receipt of a refund request.
- Software licensing fees, subscriptions, or third-party costs incurred on behalf of the Client.
- Deposits designated as “non-refundable” in a quote, contract, or invoice.
- Credit card or payment processing fees.

6. Company Discretion

The Company reserves the sole right to approve or deny any refund request based on its findings and supporting evidence. Approval of a refund in one instance does not obligate the Company to grant refunds in future or similar situations.

7. Contact Information

All refund requests and related correspondence shall be directed to:

Croughn Enterprises LLC
Doing Business As (DBA): Diamond City IT
100 N Wilkes-Barre Blvd, Suite 332
Wilkes-Barre, Pennsylvania 18702
United States

Telephone: (570) 362-5500
Email: Billing@DiamondCityIT.com



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Acknowledgment

By utilizing the services of **Diamond City IT**, the Client acknowledges that they have read, understood, and agreed to the terms of this Refund Policy, including the thirty (30)-day submission requirement and the conditions governing approval.