

Diamond City IT
Managed Service Provider

Diamond City IT – Refund Policy

Adoption Date: October 6, 2025 (V1) — Revised June 22, 2026 (V2)

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

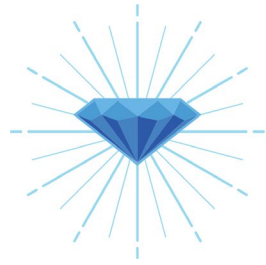
a. Submission Period:

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 9 Contact Information**”. Verbal refund requests (phone or in-person) will **not be accepted**.



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3. Acceptable Reasons for Refund Consideration

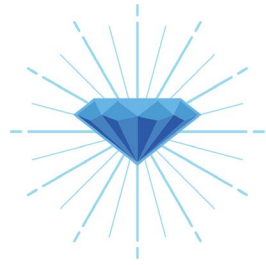
Refunds may only be granted under specific, reasonable circumstances that demonstrate a failure of service, product defect, or billing error attributable to the Company. Acceptable reasons include, but are not limited to, the following:

- 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 (dead-on-arrival) and verified by the Company as such. Defective hardware is remedied through repair or replacement under the manufacturer's warranty and return process, which the Company will facilitate on the Client's behalf. The Company does not independently issue cash refunds for hardware that has been delivered or installed (see Section 5).
- 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) days** of receipt of the complete request.



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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.

5. Physical Hardware & Equipment

All hardware, devices, parts, and physical equipment supplied by Diamond City IT are **sold final and are non-refundable once delivered to or installed at the Client's location, whichever occurs first**. The Client is responsible for confirming the compatibility and suitability of all hardware prior to purchase.

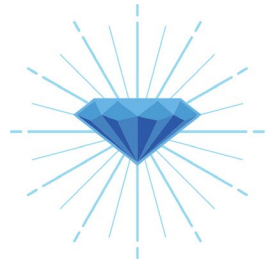
The **sole exception is a verified manufacturer defect**. Hardware that is defective upon receipt (dead-on-arrival), or that fails within the manufacturer's warranty period, will be remedied through repair or replacement under the manufacturer's own warranty, terms, timelines, and approval. Diamond City IT will facilitate manufacturer warranty and return claims on the Client's behalf but does not independently issue cash refunds for hardware that has been delivered or installed.

Equipment carries only the warranty offered by its manufacturer, which is passed through to the Client. No verbal statement by the Company constitutes a performance or fitness guarantee. To the fullest extent permitted by applicable law, the Company disclaims all other warranties, express or implied, on resold hardware, and the Company's liability is limited to the amount the Client paid for the specific item in question.

6. Non-Refundable Charges

The following charges are **non-refundable** under all circumstances, except where a refund is required by applicable law:

- Physical hardware and equipment once delivered or installed, except in the case of a verified manufacturer defect as described in Section 5.
- Travel fees, mileage, or transportation-related expenses.
- Labor performed prior to receipt of a refund request.



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- Software licensing fees, subscriptions, or third-party costs incurred on behalf of the Client.
- Initial project deposits — including any deposit identified as a “core,” “setup,” or “mobilization” deposit — which are non-refundable once work, ordering, or scheduling has commenced, whether or not the deposit is separately labeled “non-refundable” in a quote, contract, or invoice.
- Credit card or payment processing fees.

7. 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 oblige the Company to grant refunds in future or similar situations.

8. Limitations, Governing Law & Severability

Nothing in this Policy waives or limits any right or remedy that the Client cannot lawfully waive under applicable Pennsylvania or federal law. Where any provision of this Policy conflicts with a mandatory legal protection, that provision applies only to the maximum extent permitted by law, and the remaining provisions of this Policy remain in full force and effect. This Policy is governed by and construed under the laws of the Commonwealth of Pennsylvania, and is incorporated by reference into the Company’s quotes, work orders, service agreements, and invoices.

9. Contact Information

All refund requests and related correspondence shall be directed to:



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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

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, the non-refundable treatment of delivered or installed hardware and of project deposits, and the conditions governing approval.