



Refund & Cancellation Policy

Care plans, visits, deposits, and what happens when something goes wrong.

VERSION	v1.0 · 2026-09-24	APPLIES TO	All Habitask work and all use of habitask.work
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Bailey, Colorado · (720) 727-7313 · habitask.work
A Thomas Hoffmann company · Licensed electrical & plumbing performed by state-licensed partners.

Care plans

- **Billing.** Seasonal Care is billed quarterly in advance; Monthly Care and Property Care monthly in advance. Card on file through Stripe.
- **Cancelling.** Plans run annually and can be cancelled with **30 days' notice**. Your plan runs to the end of the period you have already paid for, and your remaining visits are yours to use.
- **No refund is due** for a period in which the scheduled visits have been performed. If you cancel mid-period and visits are still outstanding, we will refund them pro rata rather than argue about it.
- **Out of area.** If a property turns out to be beyond our service range, we cancel the plan and refund you in full before any visit. No fee, no notice period.
- **Selling the property.** Cancel with 30 days' notice or transfer the plan to the new owner. The service record goes with the property either way.
- **If we cannot deliver.** If we cannot keep your plan — injury, capacity, a move — we cancel it and refund the unused portion in full.

Visits and one-off work

- **The walkthrough** is free for short-term rental and lodge owners considering a plan. For everyone else it is a paid first hour, credited against your first invoice if you book work.
- **Rescheduling** a booked visit is free with reasonable notice. Repeated same-day cancellations may be billed at the minimum visit charge.
- **If we cancel** — weather, illness, a route emergency — you are charged nothing and we rebook you at the first slot that suits you.

Deposits on fixed-price work

- Deposits are stated in the quote and applied to the final invoice.
- Cancel before we have ordered materials or started work and the deposit is refunded in full.
- Cancel after materials are ordered and we refund the deposit less the cost of materials that cannot be returned, itemised, with the receipts attached. Anything returnable, we return.
- Cancel part-way through and you pay for work performed and materials used. Nothing more.

The three-day right to cancel

Contracts signed at your home for work beyond the visit you asked us to make carry a federal three-business-day right to cancel for a full refund. See section 4 of the Terms of Service — that right sits above anything on this page.

If you are not happy with the work

Tell us before you pay, or as soon as you notice. Our first move is always to come back and put it right — that is the Workmanship Warranty and it costs you nothing.

If the work cannot be put right, we will refund what you paid for that portion of it. We would rather refund a job and keep a neighbour than win an argument in a valley this small.

How refunds are paid

To the card or account you paid from, within five business days of us agreeing it. Card refunds usually appear within a few business days after that, depending on your bank.