



**Treasure Valley Home Inspectors, LLC**  
**Cancellation & Scheduling Policy**  
**Effective Date: January 1, 2023**

Treasure Valley Home Inspectors, LLC (“TVHI”) reserves inspection appointments exclusively for each client. Scheduled inspection services require dedicated inspector time, travel, coordination, and reserved availability. By scheduling services, Client acknowledges and agrees to the following terms:

**Cancellation / Rescheduling Notice** Cancellations or rescheduling requests must be made at least 24 hours prior to the scheduled inspection time. Notice may be provided by phone or email.

**Late Cancellations** Appointments canceled, rescheduled, or modified with less than 24 hours’ notice, including same-day cancellations, are considered late cancellations.

**Inspector Arrival / On-Site Cancellation** Cancellations occurring after inspector arrival shall be treated as late cancellations.

**Fees & Charges** Late cancellations may be subject to charges of up to 100% of the scheduled service amount. Failure to provide proper notice does not relieve Client of payment responsibility.

**Deposits & Prepayments** Deposits, reservation fees, and prepayments are non-refundable unless otherwise expressly agreed in writing.

**Access & Inspection Conditions** Client is responsible for ensuring property access, activated utilities (when applicable), required approvals, and safe inspection conditions. Failure to provide access or suitable conditions may result in cancellation and applicable charges.

**Third-Party Access Limitations** Client remains responsible for applicable charges when services are limited, delayed, or prevented due to denied access, scheduling conflicts, unsafe conditions, or restrictions caused by third parties, including occupants, agents, tenants, sellers, builders, contractors, or representatives.

**Partial Inspection / Trip Charges** TVHI reserves the right to assess reasonable trip fees or partial inspection charges when services are partially performed or interrupted due to conditions beyond TVHI’s control.

**Weather & Uncontrollable Conditions** TVHI reserves the right to reschedule inspections when conditions materially interfere with safety, accessibility, or inspection quality, including severe weather or utility disruptions.

**Payment Authorization & Failure** Declined payments, failed payment methods, returned payments, or chargebacks do not waive Client’s payment obligations. TVHI reserves the right to recover outstanding balances and applicable administrative costs to the fullest extent permitted

by law.

**Costs of Collection** Client agrees to reimburse TVHI for reasonable costs incurred in collecting unpaid balances, including administrative expenses, collection fees, and legal costs where permitted by law.

**Limitation of Damages** To the fullest extent permitted by law, TVHI's liability, if any, shall be limited to the inspection fee paid.

**Refunds** Refunds, if any, are issued solely at TVHI's discretion.

**Payment Responsibility** Scheduling modifications, cancellations, delays, or inspection limitations do not relieve Client of agreed payment obligations.

**Policy Acceptance** By scheduling inspection services, Client acknowledges receipt of and agreement to this Cancellation & Scheduling Policy. TVHI reserves the right to modify this policy prospectively at any time.

### **Contact Information**

Treasure Valley Home Inspectors, LLC

208-488-3218

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