

RAW FILE RESCUE

Cancellation & Refund Policy

Pilot operational draft — legal review recommended before broader use

Pilot Forms v1.2 | Effective August 27, 2026

This policy explains what happens when a customer or Raw File Rescue cancels a project and how prepaid amounts are handled.

1. Scope and Controlling Terms

This policy applies to Raw File Rescue service projects unless an accepted Scope/Quote expressly states different cancellation terms. A customer-specific Scope/Quote defines the approved work, price, minimum charge, and any authorized expenses.

Nothing in this policy limits rights that cannot legally be waived.

2. Before Production Begins

During the pilot, the initial inquiry, basic fit check, intake discussion, consultation, and preparation of proposed job parameters are free.

If the customer cancels after receiving or accepting a proposed Scope/Quote but before production begins, any prepaid labor is refunded in full. Raw File Rescue's qualification, risk review, solution development, and estimating time is a business-development cost and is not separately charged unless a substantial paid assessment was explicitly authorized in advance. Customer-authorized third-party expenses already incurred are not automatically refundable.

"Production begins" means billable customer-specific execution after the customer has accepted the Scope/Quote and applicable authorization. It may include preservation or starting-state documentation, detailed inventory, working-folder setup, organizing, renaming, reviewing, extracting, digitizing, transforming, quality control, delivery preparation, or other work within the accepted scope.

3. After Production Begins

After production begins, completed and earned labor is nonrefundable. The customer remains responsible for earned labor and authorized expenses incurred through the cancellation date. Any unearned prepaid labor balance is refunded.

Any minimum charge stated in the accepted Scope/Quote applies only as provided in that Scope/Quote and after production has begun.

4. Expenses and Travel

Customer-authorized third-party costs are nonrefundable after they are incurred. Approved travel time, rideshare costs, supplies, shipping, media, or similar project expenses already incurred remain payable or may be deducted from a prepaid balance.

5. Pauses, Missing Access, and Abandoned Projects

If work is delayed because the customer does not provide required access, decisions, materials, or responses, Raw File Rescue may pause the project. Earned labor and authorized incurred expenses remain payable. After reasonable follow-up, Raw File Rescue may treat the project as canceled and apply this policy.

6. Cancellation by Raw File Rescue

If Raw File Rescue cancels a project, it will refund any unearned prepaid labor and, when practical, provide completed usable work for amounts already earned. Refunds do not include customer-authorized expenses already incurred for the project.

7. Corrections and New Scope

A reasonable correction of a Raw File Rescue error within the accepted scope is not treated as a cancellation. New requests, changed instructions, added files, or expanded deliverables require approval as additional scope and may add time or cost.

8. How to Request Cancellation or a Refund

Contact Raw File Rescue promptly and include your name, Job ID if available, the date of the request, and a short explanation. Approved refunds are returned to the original payment method when practical. Bank or payment-provider processing time may vary.

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