



RADIOPROTECTION INC.

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Cancellation and Postponement Policy

Our relationship with our customers is based on transparency, respect and fairness. In light of these principles, we are sharing our cancellation and refund policy for all our services (e.g. equipment checks, inspections/audits, consulting and training).

Cancelling or postponing a service provided at the customer's premises or our offices:

- **More than 30 working days** before the scheduled date does not normally incur any charges. However, when the agreed service requires a means of transport that must be booked in advance, any postponement or cancellation may incur charges.
- **30 - 6 jours working days** before the scheduled date will result in a partial charge.
- **5 working days or less** before the scheduled date will result in a full charge

Please note that all cancellations must be sent by e-mail to

communication@radioprotection.qc.ca

When you make an appointment for training, inspection or consultation, it's a bit like making an appointment with an old friend: everyone wants everything to be perfect!

That's why our radiation protection professionals work hard to prepare your service, analyze your file and plan your trip. Our administration meticulously plans the day so that the service offered is fast, efficient and of optimum quality, taking into account your own time constraints.

Of course, there are times when unforeseen last-minute circumstances may prevent our service from taking place. We understand, and we also understand that the "friend analogy" ends here. You are our valued customer and we are your valued expert service provider.

When the customer cancels without respecting the prescribed deadlines, our team of professionals is forced to take a break, and Radioprotection Inc. still has to bear the cost of planning, cancelling and reorganizing every trip, every service.