

Refund & Changes Policy

Wood Design & MEK Project Management

1. General Design Approval (All Projects)

Once the customer reviews, approves, and signs the final drawings, the design is considered final. Any changes requested after approval are subject to the conditions outlined in this policy. Due to the custom nature of our work, all projects use materials specifically selected and ordered based on the approved design.

2. Wood Design (Custom Cabinets & Wood Products)

Design Changes: Changes are permitted only if materials have not been cut, fabricated, or manufactured. Once cutting or fabrication has begun, no changes or refunds are permitted.

Cancellations: If materials have been purchased but not cut or fabricated, the customer may cancel the project subject to a \$500 service charge to cover handling, transportation, and material returns. If materials have already been cut, fabricated, or customized, no refunds will be issued.

3. MEK Project Management – Residential Projects

Cabinetry Portion: Cabinetry follows the same policy as Wood Design. Changes are allowed only before materials are cut or fabricated. No changes or refunds are permitted once fabrication has started.

Construction Portion: Changes to the construction plan are permitted only before materials are purchased and/or cut. If materials are purchased but unused and uncut, the customer may cancel the project subject to a \$500 service charge for time spent and returning materials to suppliers.

4. MEK Project Management – Commercial Construction Projects

Due to the regulatory and permit-based nature of commercial construction, design changes are not permitted once drawings are finalized and submitted for permits.

Changes After Submission (Pending Review): If the customer requests any layout or design changes after the drawings have been submitted to the city or governing authority and are pending review, the permit application must be withdrawn. A new set of drawings must be prepared and a new permit application and associated fees submitted. Any such change will incur a non-refundable charge of \$3,500, even if the project is not cancelled.

Cancellations: If the customer cancels a commercial project, refunds will be issued less \$3,500 for drawings and permit-related work (if prepared by MEK Project Management) and \$500 for material handling and returning materials to suppliers, if applicable.

5. Non-Refundable Items (All Projects)

Non-refundable items include design time after approval, drawings submitted for permits, permit application fees, materials that have been cut, fabricated, or customized, and labor already performed.

6. Acknowledgment

By approving and signing the drawings or project agreement, the customer confirms that all measurements, layouts, and specifications are correct and accepts that the project will proceed based on the approved design.

7. Final Agreement

This Refund & Changes Policy forms part of the binding agreement between the customer and Wood Design / MEK Project Management. By approving drawings, signing proposals, or proceeding with any payment, the customer confirms they have read, understood, and agreed to all terms outlined in this policy. This policy supersedes any prior verbal or written discussions and may only be modified in writing. All services, designs, drawings, and project documents remain the intellectual property of Wood Design / MEK Project Management unless otherwise stated in writing.

Client Acknowledgment & Signature

Client Name: _____

Signature: _____

Date: _____

Project Address / Reference: _____