



Cancellation/No Show Policy

Last Updated on 01/26/2026

This Cancellation & No-Show Policy ("Policy") applies to all junk removal, hauling, cleanout, and light-moving services scheduled with **LumaLoad** ("Company," "we," "us," or "our"). By booking services with LumaLoad, the customer ("Customer," "you," or "your") agrees to the terms outlined below.

This Policy is intended to protect scheduling availability, labor resources, and operational costs associated with reserving time and equipment for scheduled services.

1. Cancellation Notice Requirement

Customers must provide a **minimum of forty-eight (48) hours' notice** prior to their scheduled appointment time to cancel or reschedule services **without penalty**.

Cancellations or rescheduling requests must be communicated directly to LumaLoad via phone, text, or email using the contact information provided at the time of booking.

2. Late Cancellations

Any cancellation or rescheduling request made **less than forty-eight (48) hours** before the scheduled appointment time will be considered a **late cancellation**.

Late cancellations may result in a **cancellation fee**, which may include but is not limited to:

- Labor allocation costs
- Reserved equipment and vehicle time
- Lost scheduling opportunities

The specific cancellation fee will be disclosed at the time of booking or confirmation.

3. No-Show Policy

A **No-Show** occurs when:

- The Customer is not present at the scheduled service time
- Access to the service location is denied or unavailable
- The Customer cannot be reached within a reasonable time
- Items are not ready for removal as required

No-Shows may result in a **no-show fee** and/or forfeiture of any deposits or prepayments made.

4. Access and Readiness Requirements

The Customer is responsible for ensuring:

- Access to the service location at the scheduled time
- Items are clearly identified and ready for removal
- Pets, vehicles, or obstacles do not prevent service
- Required permissions (HOA, building management, parking) are obtained

Failure to meet these requirements may be treated as a **no-show or late cancellation**, at LumaLoad's discretion.

5. Same-Day Cancellations

Cancellations made on the **same calendar day** as the scheduled service are considered **same-day cancellations** and are subject to the **maximum applicable cancellation fee**.

Same-day cancellations place a significant operational burden on scheduling and staffing and are treated as no-shows in many cases.

6. Weather and Unforeseen Circumstances

LumaLoad reserves the right to delay or reschedule services due to unsafe weather conditions, emergencies, or unforeseen circumstances.

Weather-related delays initiated by LumaLoad will **not** result in cancellation fees. Weather-related cancellations initiated by the Customer are subject to this Policy unless otherwise approved by LumaLoad.

7. Deposits and Prepayments

Any deposits or prepayments made may be:

- Applied to the final service cost if completed
- Forfeited in the event of a late cancellation or no-show
- Retained to cover administrative, labor, or scheduling costs

Deposits are **non-refundable** unless otherwise stated in writing.

8. Refusal or Inability to Perform Service

If LumaLoad arrives at the scheduled location and service cannot be performed due to:

- Unsafe conditions
- Prohibited or undisclosed items
- Misrepresentation of job scope
- Denial of access

The appointment may be treated as a **no-show**, and applicable fees may apply.

9. Repeated Cancellations

LumaLoad reserves the right to:

- Require deposits for future bookings
- Refuse future service
- Adjust scheduling availability

for Customers with repeated late cancellations or no-shows.

10. No Refund Policy

All cancellation and no-show fees are **non-refundable**.

Once services have commenced or crews have been dispatched, no refunds will be issued.

11. Acknowledgment and Acceptance

By scheduling services with LumaLoad, the Customer acknowledges that:

- They have read and understand this Cancellation & No-Show Policy
 - They agree to comply with all notice requirements
 - They accept responsibility for any applicable fees
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Contact Information

LumaLoad

Phone: 850-865-3313

Email: info@lumaload.com

Effective Date

This Cancellation & No-Show Policy is effective as of the date listed on the document and applies to all scheduled services thereafter.