



Refund Policy

Last updated: June 2023

This Refund Policy ("Policy") describes our policy regarding refunds for services provided by Franklynn Automotive ("us," "we," or "our"). This Policy is incorporated by reference into our Terms and Conditions.

Refund Eligibility

We strive for customer satisfaction and aim to provide high-quality services and parts. If you are not satisfied with the service you received, please contact us within 7 days of the service completion date to discuss your concerns.

Refunds may be considered under the following circumstances:

Service cancellation: If you cancel a scheduled service appointment at least 48 hours in advance, you may be eligible for a refund of any prepaid amount.

Unsatisfactory service: If you believe that the service provided by Franklynn Automotive was unsatisfactory or not performed as agreed, please contact us to discuss the issue. Refunds, if applicable, will be evaluated on a case-by-case basis.

Refund Process

To request a refund, please follow these steps:

Contact us within the designated timeframe at 303-730-4137 to initiate the refund process.

Provide us with your name, contact information, and details regarding the service and reason for the refund request.

Our team will review your request and may require additional information or documentation.

If your refund request is approved, we will process the refund within 1 business days using the original payment method. Please note that it may take additional time for the refund to appear in your account, depending on your financial institution.

Non-Refundable Items

Please note that certain items or services may be non-refundable, including but not limited to:



- Diagnostic fees or consultation charges.
- Parts or materials specifically ordered for your service.
- Any services that have been fully performed and completed as agreed.

Contact Us

If you have any questions about our Refund Policy, please contact us:

By email: marketing@franklynnauto.com

By visiting this page on our website: <https://franklynnauto.com/contact-us/>