

Cancellation Policy for Homeowners

Project cancellations are rare, and can sometimes be due to circumstances beyond a homeowner's control. However, cancellations can be deeply disruptive for general contractors who have allocated significant resources to planning, staffing, and early stage work for a renovation project.

For these reasons, and to allow Block to continue maintaining an ecosystem that can effectively serve both general contractors and homeowners, Block may impose fees and other consequences. These fees are intended to reflect the costs and other impacts of cancellations on general contractors, their crews, and Block Renovation itself. We will work to find alternative resolution in cases of a Major Disruptive Event or certain valid reasons beyond a homeowner's control.

Cancellation Fees

- For projects cancelled within 5 days of paying the initial deposit, homeowners are eligible for a full refund.
- If the project is cancelled after the 5 day grace period and before construction begins, the fee is equal to the initial deposit.
- If the project is canceled after the contractor has begun work, all payments made to date are nonrefundable.

Situations in which fees may be waived

- Major Disruptive Events
 - Declared public health emergencies and epidemics
 - Unforeseeable natural disasters and severe weather events
- Other valid reasons
 - Changes in homeownership status
 - Significant financial hardship
 - Denial of permitting or permission to renovate from co-op or HOA
 - Significant misbehavior or quality of work issues from contractor

Each of the above situations will be reviewed and approved on a case-by-case basis.

Alternative Resolutions

- When a cancellation request does not qualify for a fee waiver, Block Renovation may seek to rematch you with a different general contractor who is a better fit, at no additional charge.
- In some cases, Block Renovation will assist as a neutral intermediary to resolve points of conflict between you and your general contractor.