

McKee Bros. Oil Corp. Refund Policy

Effective Date: January 2, 2025

At McKee Bros. Oil Corp., our goal is to keep your home comfortable year-round with dependable HVAC services and reliable heating oil deliveries. We work hard to ensure every job and delivery meets the highest standards of quality and care.

Because of the nature of our products and services, we've established the following refund policy.

All Sales Are Final

All sales for HVAC equipment, installation, maintenance, repairs, and heating oil deliveries are final. Once your order has been placed, scheduled, or completed, we're unable to offer refunds, returns, or exchanges.

This policy helps us maintain efficient scheduling, accurate fuel ordering, and fair pricing for all of our customers.

Deposits and Prepayments

- **Deposits** for installations, service calls, or seasonal maintenance are **non-refundable**.
 - **Prepaid oil deliveries** are also **non-refundable**, but if your tank fills before your full order is delivered, any undelivered gallons can be applied as a **credit** toward your next delivery.
 - If materials have been ordered or work has begun, cancellations are not eligible for refunds.
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Our Quality Guarantee

Even though all sales are final, we absolutely stand behind our work.

- All equipment comes with the **manufacturer's warranty**.
 - Our **labor and service warranties** ensure that any installation or repair is done right.
 - If you ever have a concern about your system or delivery, we'll work with you to make it right under the terms of your service or warranty agreement.
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Special Situations

We understand that mistakes can happen. If there's ever a **billing error, duplicate payment, or company scheduling issue**, we'll review the situation right away.

Approved refunds or credits will be processed within **10–15 business days** using your original payment method.

We're Here to Help

If you have any questions about your service, delivery, or this policy, please reach out anytime:

McKee Bros. Oil Corp.

Phone: 401-723-1100

Email: info@mckeebrothersoil.com

Address: 8 Davis St. Cumberland, RI 02864

Website: <https://mckeeenergyservices.com>
