



Low Spark Cancellation Policy

Overview: This document details Low Spark's Cancellation policy and any associated fees which may apply to cancelled pickups and/or deliveries, in various circumstances.

Cancelled Pickups:

The following items are considered a cancelled pickup, and may be subject to an additional fee:

1. **Scheduled, But Not Picked Up:** For all cancelled pickups in which the Low Spark driver has yet to proceed to the pickup location, there is **No Charge**.
2. **Picked Up & In Transit:** Orders cancelled after product has already been picked up, but has not yet reached the Low Spark Facility will be subject to the **respective region's Pickup Fee**
3. **Facility Vacancy:** If there is no one present at the point of pickup, you will still be charged the **respective region's Pickup Fee**.
4. **Unpreparedness:** If a Low Spark driver arrives to your facility to pick up either product/payment that was previously confirmed to be prepared prior to our arrival, and leaves empty handed, you will be charged a **\$15 Missed Pickup Fee**

Cancelled Deliveries:

The following items are considered a cancelled delivery, and may be subject to the following fee:

1. **Product Storage:** For all orders that require product to be stored in our Warehouse, and have their respective delivery cancelled, will be subject to paying a **\$15 Storage Fee**.
2. **Product in Transit & Not Delivered:** For all orders that are on a Low Spark Truck for delivery, and are cancelled prior to arriving to the end destination, will be charged the **\$15 Storage Fee**.
3. **Product En Route or Arriving to the Destination:** All orders that are cancelled while either in route to the respective facility, or after the order has arrived to the facility will be subject the **Respective Delivery Fee**