

## **SMART Installation Services Cancellation Terms**

SMART Technologies (“SMART”) reserves the right to charge a cancellation fee for services cancelled or re-scheduled by the customer or reseller as set out in the policy below. These Installation Services Cancellation Terms may be changed or modified at SMART’s sole discretion.

All cancellation or rescheduling requests must be submitted via email to [installations@smarttech.com](mailto:installations@smarttech.com) with the subject header “Cancellation or rescheduling request”. Cancellation requests will be received during specified regular business hours; Monday to Friday 9am - 4pm MT – weekends and holidays excluded.

Cancellation received less than five (5) business days prior to the date of installation may be subject to a charge equal to 100% of the installation cost.

SMART maintains the right to delay or cancel installation services if the customer obligations defined in the Statement of Work (“SOW”) for installation services have not been completed by the dates agreed upon prior to installation, and the customer will be accountable for any charges which may be associated with rescheduling as per the SMART Enterprise Services Terms & Conditions.