

Dispute Resolution Policy

Last updated: April 1, 2025

At Bost Services, we are committed to providing excellent service and support to our clients. We understand that disagreements or concerns may occasionally arise, and we aim to resolve such matters fairly, efficiently, and with transparency.

Please review our Dispute Resolution Policy outlined below:

1. Initial Complaint Process

If you are dissatisfied with any aspect of our service, we encourage you to contact us directly as soon as possible.

How to File a Complaint:

You may submit your complaint by emailing us at dispute@bostservices.com or by using our contact form at www.bostservices.com/contact.

Information to Include:

Please provide:

- Your full name and contact information
- A clear description of your complaint
- The date of service
- Any relevant documentation or evidence

We will acknowledge your complaint within 2 business days and aim to provide a resolution or response within 10 business days.

2. Escalation Process

If your issue is not resolved to your satisfaction after the initial review:

- You may request an escalation by replying to the original case number or response.
- A senior team member or manager will re-investigate the matter and provide a final response within 7 business days of the escalation request.

3. Mediation or Arbitration

If an agreement cannot be reached through our internal process, you agree to attempt to resolve the dispute through mediation before seeking legal remedies.

- We may propose a neutral third-party mediator.
- If mediation fails, either party may initiate binding arbitration in accordance with the rules of the American Arbitration Association (AAA), or another mutually agreed-upon arbitration body.

Note: By using our services, you agree to waive the right to participate in class action lawsuits related to any disputes with Bost Services.

4. Jurisdiction and Governing Law

This Dispute Resolution Policy is governed by the laws of the Florida, without regard to its conflict of law principles. Any legal actions or proceedings shall be handled within the appropriate courts of that state.

5. Contact Information

If you have any questions or concerns about this policy or your rights, please contact:

Bost Services

Email: inquiries@bostservices.com

Phone: 904)330-1961

Website: <https://www.bostservices.com>