

**Web:** <http://finprophet.com>

**Mail:** [info@finprophet.com](mailto:info@finprophet.com)

## **REFUND & CANCELLATION POLICY**

FINPROPHET relies on this Refund and Cancellation Policy to ensure customer satisfaction. When a customer contacts us by phone or email, our initial response is to assist getting technical support or customer service. However, in some cases our solution may be unsatisfactory to the customer for reasons completely beyond our control, in which case a refund or a cancellation may be processed.

### **FINPROPHET's Refund Policy**

Our refund policy is as follows:

FINPROPHET will, in its sole and absolute discretion, allow for the refund of the fee paid in exchange for our services within 15 days from the date of the first payment. If a customer requests a refund and the refund is approved by FINPROPHET, the money for the requested transaction is refunded back to the customer, in part or whole. If the refund is for a recurring billing service, then the refund policy allows for the most recent payment to be refunded. Multiple payment refunds can be provided as long as they are within FINPROPHET's Refund Policy. A refund on a recurring billing service will also result in cancellation. Refunds will only be credited back to the account used to make the original purchase. If the original account has been closed, the service is not eligible for refund. If a customer requests a refund and the refund is approved by FINPROPHET, the fees pertaining to the services directly provided by FINPROPHET will be refunded. No refund is available for fees pertaining to services provided by third parties through FINPROPHET.

### **Reasons Why a Refund May Be Issued**

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FINPROPHET has every incentive to keep customers happy by providing a quality service. To promote customer satisfaction, FINPROPHET reserves the right to reverse a sale, including but not limited to the following:

- If the customer provides a valid reason for requesting a refund within 15 days of purchase;
- If the customer provides a valid report that the charge was fraudulent or unauthorized;
- In order to comply with credit card industry rules, ACH industry rules, Acquiring terms of service, applicable law and regulations, and requests from verified judiciary or law enforcement agents; or
- For any other reason FINPROPHET deems appropriate.

## **Refund & Cancellation Policy**

### *FINPROPHET's Cancellation Policy*

A customer may cancel a service with a recurring billing subscription at any time. A cancellation means that no future payments are charged to the customer's account. The cancellation of a recurring billing product does not generate a refund - it will only stop any future payments.

### *Abuse of The Refund Policy*

Customers requesting serial or repeated refunds may be blocked from making further purchases. Customers that violate FINPROPHET's terms of service may have their right of refund revoked.

## **Note to FINPROPHET Clients**

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This Refund and Cancellation Policy is part of, and incorporated within, the FINPROPHET Terms of Service. As a condition of registering with FINPROPHET and using the FINPROPHET Services, you expressly acknowledge that you have read and understand this Refund and Cancellation Policy and you agree to be bound by its terms and conditions. If at any time you disagree with this Refund and Cancellation Policy or any part of it, your sole remedy is to cease all use of the FINPROPHET Services and terminate your account. Please note, however, that any transactions which occurred prior to the date of such termination shall be governed and controlled in full by the terms of this Refund and Cancellation Policy.