

REFUND POLICY

Our policy is very simple. If you get us the correct information and abide by your contract, and after 90 days we don't get results, we will refund you your monthly payment. By law, we cannot make any verbal or written promise of guarantee of the outcome, score increases or timing of credit repair services. However, you have our assurances that we will do everything in our power to help you progress economically. We want your assurance you will be actively engaged in the process!

- You understand that credit repair can actually cause scores to drop therefore the Company is not responsible for such and no refunds will be given.
- You have used the client portal as your main method for staying current on updates/progress of credit repair and as the required form of communication with the Company.
- You have not opened or closed credit lines unless instructed in your written C.A.R.E. action plan, you are making at least the minimum monthly payment on time, and per industry recommendation you are keeping your credit utilization at 30% or below on revolving lines of credit. If you open new lines of credit on your own, or go over 30% utilization a refund will not be given.
- You have followed at least one of several suggested methods outlined in your C.A.R.E. action plan.

To request a refund please log into your client portal and message your C.A.R.E. Coach. Let them know your concerns and reason for requesting your refund.

Allow us 5 - 7 business days to process the refund and close your account.

Confirmation of the refund and notice that your account has been closed will be sent to the email address on file.