

CONTRACT CANCELLATION POLICY

*All refunds are, of course, subject to any processing fees.
Unsuccessful contract completion of appearance prior to starting of services.*

- **Canceling More than 24 Hours Before Courtpals**

If the pal initiates the cancellation, a 100% refund to the client will be provided, the pal obviously gets nothing, and the client's request will go back to the application to seek out a new pal to cover the matter.

- **Canceling Less than 24 Hours But More than 12 Hours Before Schedule Courtpals**

If the pal initiates the cancellation, the pal will receive no payment. Pal will be banned from Courtpals indefinitely unless there is some legitimate, valid excuse for the failure to appear.

The client's request is placed back in the pool of requests, and Courtpals attempts to re-place the case. If the case cannot be replaced, then 100% of the fee is refunded to the client.

If the client initiates the cancellation, a 50% refund will be provided. If the case was placed with a pal attorney, the pal will receive 25% of the fee to be earned. If the case was not placed yet, the client will get a 100% refund.

- **Canceling Less than 12 Hours Before**

If the pal initiates the cancellation, the pal will receive no payment. Pal will be banned from Courtpals indefinitely unless there is some legitimate, valid excuse for the failure to appear.

The client's request is placed back in the pool of requests, and Courtpals attempts to re-place the case. If the case cannot be replaced, then 100% of the fee is refunded to the client.

If the client initiates the cancellation, no refund will be provided. Pal will receive 50% of the fee to be earned. If the case is not placed, the client will get a 50% refund.

POST COMPLETION/DISSATISFIED WITH THE SERVICE REFUND PROCEDURE

If you as the client are unsatisfied with the service you received, then during the review cycle, when 1 or 2 stars are given, you will be prompted to request a refund. At that point, the system will engage in an email exchange between the client and the pal to resolve the issue.

COURTPALS

If a pal has completed the service, i.e., an appearance was made, then no guarantee of a refund can be promised. As with all risks inherent to service transactions, there is a risk of poor performance that cannot be guaranteed. Malpractice is covered by our malpractice policy.

For questions regarding this contract cancellation policy, please send an email to support@courtpals.com