



REFUND POLICY

REFUND CAUSED BY UNREACHABLE DECLARANT

In this document, CSM will stand for "Courtpals Staff Member". CA will stand for "Client-Attorney". Declarant is the attorney's client.

By using the declaration-taking service from Courtpals, you agree that you will receive a legal document to confirm "Acceptance and Delivery" of all declarations sent by Courtpals. The "Acceptance and Confirmation of Delivery" document will arrive to the same email address you provided to receive your declarations.

The "Acceptance and Confirmation of Delivery" document must be digitally signed by you within a period of seven business days from the day you receive it. Failure to sign the "Acceptance and Confirmation of Delivery" of declarations within seven business days will mean all declarations will be considered "Accepted" and "Delivered". Therefore, no changes or amendments to any of the declarations delivered will be honored, refunds cannot be requested or honored, and you may not hold Courtpals responsible for these declarations or any of their contents.

Likewise, as soon as you sign the "Acceptance and Confirmation of Delivery" document, no changes or amendments can be honored by Courtpals, and refunds cannot be requested or honored.

If within seven business days after receiving the declaration, you consider that the declaration needs any change or modification and the "Acceptance and Confirmation of Delivery" document has not been signed by you yet, you may contact Courtpals and request any changes or modifications that you deem convenient, which Courtpals will apply at no additional cost to you.

The terms and conditions regarding our declaration-taking service apply for all purchases (single, bulk, memberships, etc).

If the declarant has been notified via text and call that they would receive a call from a Courtpals staff member and cannot be reached to set up their first interview:

- A CSM will try to reach out to the declarant in the first twenty-four hours the case is assigned. If the call goes directly to voicemail during that period or if the number is incorrect, the CA will be notified and must provide a new way to contact the client within seventy-two hours.
- If the CA cannot provide new information to contact the declarant within seventy-two hours, then we will not continue with the case, and a refund of 90% will be provided back to the

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original form of payment used to make the purchase.

- If the CA provides a new contact number, the CSM will contact the declarant within 24 hours and report progress.
- If the CSM cannot contact the declarant within the first three days after being assigned the case, then it will be reported directly back to the CA as a non-cooperative declarant.
- The CA must contact the declarant within two days after reporting. If the declarant is nonresponsive or the CA cannot provide a new way to contact the declarant, then the case will be refunded at 90% as no work has been done on the declaration.

The declarant has been notified via text that they will receive a call from their attorney's declarations department (a CSM). If they answer the first call and schedule their appointment but fail to attend their first scheduled interview call:

- The CSM has twenty-four hours to reschedule and set up a new appointment. If the declarant is nonresponsive and does not reschedule their interview within two days, the CSM will notify the CA.
- The CA must contact the declarant within two days after reporting. If the declarant is unresponsive or the CA cannot provide a new way to contact the declarant, the case will be refunded in 90% as no progress has been made on the declaration.

PARTIAL REFUND DUE TO DECLARANT NON-COOPERATION

If the CSM has reached out to the declarant, set up an interview, and declarant has answered the first interview call but refuses to answer the second call or fails to respond:

- The CSM will try to contact the declarant each day for the following days after the original interview was set up and report on progress.
- If the declarant has failed to answer the CSM's calls for five days, a notification will be sent to the CA asking for the declarant's cooperation.
- If a CA cannot provide any new information from the declarant or a new way to reach the declarant, a refund of 50% will be provided.

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If the CSM has reached out to the declarant, set up an interview, and declarant has answered the first and second interview calls but refuses to provide key information necessary for the declaration:

- The CSM has to contact the declarant, reassure the information provided by the declarant is confidential and will try to retrieve the necessary information within three days of reporting the non-cooperation.
- If the declarant fails to provide the necessary information within the three-day window, the CA will be notified and must ask the declarant to provide us with the necessary information.
- If a CA cannot convince the declarant to provide the necessary information, a refund of 40% will be provided.