

## **SaaSLaunch Refund Policy**

### **## Performance Guarantee**

We offer a 100% money-back guarantee on our implementation fee if we fail to deliver our promised results within 120 days. Specifically, we guarantee:

- A minimum of 60 users subscribed to your highest tier package within 120 days of system launch

### **## Eligibility Requirements**

To qualify for our refund guarantee, clients must maintain compliance with all program requirements:

1. Complete payment of the full implementation fee (as specified in your service agreement)
2. Maintain the required minimum advertising spend (\$35/day)
3. Complete all assigned action items within specified timeframes
4. Maintain 90% attendance rate for scheduled strategy calls
5. Submit all required tracking documentation:
  - Daily updates via provided forms
  - Weekly progress reports
  - Monthly performance metrics

### **## Refund Process**

1. Refund requests must be submitted within 7 days after the 120-day period
2. Include documentation showing compliance with all eligibility requirements
3. Provide performance metrics demonstrating results fell below guaranteed minimums
4. Processing time: 5-10 business days upon approval

### **## Non-Refundable Items**

- Commission fees (15%) on successfully acquired users
- Advertising spend
- Third-party tool subscriptions or expenses

### **## Cancellation**

- 30-day written notice required for service cancellation
- No refunds on partial months of service
- Outstanding balances must be settled before cancellation

### **## Important Notes**

- This refund policy applies only to the implementation fee specified in your service agreement
- Implementation fees vary by client and service package
- The 15% commission on acquired users is non-refundable as it represents successfully delivered service
- Failing to meet any of the eligibility requirements voids the refund guarantee

- All refund requests will be reviewed against documented compliance with program requirements

For additional information or to submit a refund request, please contact our support team with your case details.

## ## Legal

This refund policy is governed by the laws of Ontario, Canada. Terms are subject to change with notice to clients.