

PostScript Legal – Refund & Return Policy for Non-Service

At PostScript Legal, we aim to deliver timely and effective process service. However, in certain cases where service cannot be completed, the following policy applies:

Non-Service Definition:

"Non-service" occurs when a process server is unable to deliver legal documents to the intended recipient after all reasonable and contracted attempts have been made. This may include:

- - Incorrect or outdated address
- - Evasive or uncooperative subject
- - Gated or restricted-access property
- - Refusal to answer or acknowledge service

Refund & Return Terms

- • No Refunds for Completed Attempts:

Once service attempts have begun, no refunds will be issued for base service fees or rush charges, even if service is unsuccessful.

- • Affidavit of Non-Service Provided:

In all non-service cases, a formal Affidavit of Non-Service will be completed and returned to the client, documenting all attempts and details.

- • Client-Provided Errors:

If service fails due to an incorrect address or missing details provided by the client, additional attempts at a new location will incur a new service fee.

- • Partial Refunds (Rare Cases):

A partial refund may be issued only if service is canceled before the first attempt and no work has been performed. Rush fees are non-refundable after dispatch.

- • Re-Service Discount:

If the client provides a new address after a non-service, a discounted rate may be offered for the new serve at PostScript Legal's discretion.

Questions?

Please contact us at 651-243-0952 or sam.taylor@postscriptlegal.com.