

## Refund Policy

### How can I get a refund?

If you are unhappy with our service or the data we provided and would like to request a refund, please email us at [info@validate.com](mailto:info@validate.com). We handle all refund requests on a case-by-case basis, but our goal is complete customer satisfaction as we work to help resolve your particular situation. In order to permit us to assist you as expeditiously as possible, please have accessible your member ID or the email address with which you signed up for our service.

### **Also please note the following general guidelines regarding our refund process:**

- Refunds are processed immediately on our end, but depending on your bank or financial institution, it may take up to 10 days for the refund to post to your bank. Feel free to contact us if you have any questions or want to confirm your refund.
- If we receive a dispute or “chargeback” through your bank, we reserve the right to permanently suspend your account and challenge the dispute. Once a dispute is in place, we will be unable to provide you a refund on the transaction.
- For charges made through the Apple App Store or Google Play, you must request a refund through Apple or Google. Please see: [Apple App Store Refunds](#) or [Google Play Refunds](#).