



Refund & Cancellation Policy

Legal Support Services (“Legal”) provides disciplined, professional legal-support services governed by the **Master Terms of Service**, which control all service relationships. This Refund & Cancellation Policy is a public-facing summary of the refund rules already contained in the Master Terms and is incorporated by reference.

1. Cancellations Before Service Begins

Cancellations must be made **before commencement of service**, defined in the Master Terms as:

- **Process Serving:** upon dispatch
- **Courier Services:** upon dispatch for pickup, custody, or print
- **Administrative Services:** upon initiation of service

Once service begins, fees are fully earned and non-refundable.

“Fees are earned in full at commencement of service... Once service begins, all fees are non-refundable regardless of outcome.”

2. Non-Refundable Once Service Commences

All service fees become non-refundable once dispatch, pickup, custody, or initiation occurs. This applies even if:

- A clerk rejects documents
- A defendant evades service
- A filing is delayed or processed next-day
- A court imposes unexpected fees
- A third-party refuses acceptance

“Fees are earned upon commencement... and remain fully due regardless of outcome, clerk acceptance, rejection, or processing result.”

3. Refunds (If Applicable)

If a refund is due, it will be issued **only after funds have cleared** and are available in Legal’s merchant account.

“If a refund is due, it will be issued only after funds have cleared and are available in Legal’s bank or merchant account.”



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4. Chargeback Prohibition

Clients agree **not to initiate chargebacks** for any service that has commenced. Any attempted chargeback is treated as:

- A material breach
- Fraudulent misrepresentation
- Authorization for Legal to pursue recovery

Legal may submit dispatch logs, chain-of-custody records, photographic proof, proofs of service, and communication history to contest improper chargebacks.

“Any attempted chargeback constitutes a material breach... Legal may provide documentation... to contest any improper chargeback.”

5. Attorney Fees for Collection

Clients are responsible for all costs of collection, including attorney fees, administrative fees, interest, and chargeback penalties.

“The Client agrees to pay all costs of collection, including attorney fees, court costs, administrative fees, and interest...”

6. Fee Advancement Refunds

Court and third-party fees advanced by Legal must be reimbursed immediately upon invoicing. These are not refundable under any circumstances.