



REFUND POLICY

K&M Appraisal Management Company provides a partial refund in two limited situations:

- If the file is cancelled prior to the appraisal inspection, a refund will be issued for the full amount less a \$25.00 cancellation fee.
- If the file is cancelled after the inspection has taken place, one of the following will apply dependent upon the scope of work already completed by the appraiser:

A refund will be issued for the full amount less a trip charge plus a \$25.00 cancellation fee; **OR**

No refund because the appraiser has completed all relevant elements of the appraisal.

A refund is not provided under any other circumstance, including if the loan file is cancelled after that appraisal is completed or if a party is dissatisfied with the outcome of the appraisal.

If a party is dissatisfied with the appraisal and has supporting documentation illustrating discrepancies in the appraisal, the party has the option to appeal the appraisal. A copy of the appeal form is available on the website under the Information/Forms tab. Please note the appeal form has to be fully completed and the appeal process may take up to five business days.