

EngageMore PRO Refund Policy

Your satisfaction with our Software, Program, Content, Product, Training or Service is important to us EngageMore PRO (hereafter referred to as Company). Extensive time, effort, preparation and care goes into creating our Digital Software Program, Products, Campaigns, Workflows, Training and Services. Thus, we have a very strict refund policy in order to prevent theft of our digital content.

EngageMorePro Platform Includes:

- Access to the EngageMorePRO all-in-one marketing platform software
- Access to the on-demand training room
- Access to all of our proven templates, systems, scripts & processes for client acquisition and marketing
- Access to our website creation team who may provide website building services based on your plan
- Weekly ongoing LIVE Training and Coaching calls
- 24/7 access to community and all content.

Definitions:

- **Commencement Date** means the date on which you signed up and paid for your EngageMore PRO account

Cancellation & Refund Policy

We are committed to providing incredible value through EngageMore PRO, including access to exclusive digital content, proven drip campaign workflows, live coaching, training, and a full-featured CRM system. Because our platform includes instant access to proprietary assets and hands-on services, we have crafted a refund policy that is fair and focused on results.

Monthly Subscriptions

Monthly subscribers may cancel at any time to stop future billing. However, due to immediate access to digital content, templates, and training, **no refunds are issued for monthly subscription fees or set-up fees** once the billing cycle begins.

Annual Subscriptions – 30-Day Refund Eligibility

Annual plans may be eligible for a refund within the first **30 calendar days** of Commencement date. The annual plans are discounted for paying annually upfront, and such, refunds will be pro-rated and applied **based on the regular (non-discounted) monthly rate due to early termination**.

Refunds of annual plans will be considered under the discretion of Company only if ALL of the following conditions are met:

1. You have **completed the EngageMore PRO Quick Start training**
2. You have **attended at least two (2) live weekly Jump-Start coaching sessions**.
3. You have **launched and run at least one of the provided drip campaigns** in your account.
4. In the event your plan included a website, **that you attended your scheduled Website Onboarding session**.
5. You have **requested the refund in writing via email to support@engagemorecrm.com within 30 days of Commencement date**.

If ALL of these conditions are met we will issue a **pro-rated refund** based on the **non-discounted monthly price** and on the unused portion of your annual plan.

No Refunds for Setup Services or Custom Work: All fees associated with **website design, CRM setup, campaign customization, one-one-one paid coaching/training, or other done-for-you services** are non-refundable once work has commenced. These services require extensive time, resources, and intellectual property and are considered final. Any discounted Set-Up fees will be credited back to Company at the time of prorated annual plan.

REFUND PROCESSING FEES: There is a refund processing fee that will be applied at the time of refund in the amount of \$50.

NOTE: Purchaser's voluntary termination of use of ENGAGEMORE PRO is not a warranted reason for refund. Purchaser's decision to terminate or discontinue use of ENGAGEMORE PRO member's software at any time following purchase is at the sole

decision of purchaser and, thus, a prohibitive factor in determining if a refund is applicable.

Any Refunds (full or partial) are provided at the sole discretion of Company, ENGAGEMORE PRO, based on review of the circumstances surrounding purchaser's request for refund. In the event of a request for refund, (full or partial) purchaser will agree to allow ENGAGEMORE PRO to access and review purchaser's associated account.

To request a refund under this policy, you must email support@engagemorecrm.com within 30 days of Commencement Date with documentation or screenshots that confirm all three actions above have been completed. Requests for refunds via phone calls, voice messages, texts, or messenger to ENGAGEMORE PRO will not be considered. Exposed agent reserves the right to review the written request and will respond within 7 days of request.

If you are unhappy with your purchase, we welcome you to email us at support@engagemorecrm.com with specifics and we will respond to your email within 7 days of receipt.

Thank you.
EngageMore PRO