

ExposedAgent Marketing Solutions, LLC

Refund Policy

Your satisfaction with our Programs at ExposedAgent Marketing Solutions, LLC (dba EngageMorePRO and GrazingBiz), Content, Product, Training or Service is important to us. Extensive time, effort, preparation and care goes into creating our Digital Programs, Products, Services and Program Materials. Thus, we have a very strict refund policy in order to prevent theft of our digital content.

- I. It is important to understand that the products, software, and/or training you purchased are 100% digital and once in your possession, ExposedAgent does not have the ability to retrieve every portion of your training and content purchased.
- II. Unless otherwise provided by law, you acknowledge that ExposedAgent **does not offer refunds** for any portion of your payment for any of our Services, Products, Campaigns or Digitally Recorded or Live Training provided in your purchase and/or during training sessions provided in the member's area.
 - a) **Exception:** Under the condition that purchaser can submit evidence that purchaser has successfully completed the course modules as instructed, accurately followed the instructions/training, provided evidence of lead counts, sources and market stats, used the course recommended/required software and can show that even after taking all above actions that the product purchased did not work.
 - b) **NOTE:** Purchaser's termination of use of any CRM or Software tools used within the ExposedAgent digital training is not a warranted reason for refund. Purchaser's decision to

terminate or discontinue use of the CRM or ExposedAgent 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 based on Paragraph II (a) above.

- III. Any Refunds (full or partial) are provided at the sole discretion of ExposedAgent based on review of the circumstances surrounding purchaser's request for refund. In the event a full or partial refund is provided by ExposedAgent, prior to any issue of a refund, purchaser will agree to allow ExposedAgent access to any and all of purchaser's software that is associated within the training program to allow ExposedAgent to examine and remove digital products from existing software. Access to include purchaser's login information to CRM. All downloadable items will also be returned to ExposedAgent, if requested.
- IV. Requests for refund and proof provided per Paragraph II (a) above are to be submitted **in writing and emailed to support@engagemorecrm.com**. Requests for refunds via phone calls, voice messages, texts, or messenger to ExposedAgent or Patti Sampson directly will not be considered. Exposed agent reserves the right to review the written request and will respond with 7 days of request.
- V. Theft or sharing of ExposedAgent digital content with unauthorized persons will result in prosecution to the fullest extent of the law before, during or after purchase or cancellation.

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 72 hours of receipt. Thank you.

Patti Sampson – Owner & CEO
ExposedAgent Marketing Solutions, LLC