

Fulfillment Policy

Refund Policy: Pinnacle does not offer lead credit or refund except for the following reasons: If a lead that is issued to a User through their Campaign has a disconnected phone number, credit for the full price of the lead will be issued to the User. If a lead that is issued to a User through their Campaign is over the age of 85 years old, full credit will be issued to the User. If a lead that is purchased from the Marketplace that has either a disconnected phone number or is over the age of 85 years old, it will qualify for a full credit. Credit WILL NOT be issued for incorrect phone numbers. If a User receives multiple leads with the same phone number from the Marketplace, the User will be issued full credit for each duplicate lead. It is the responsibility of the User to correctly select the parameters of their order (Lead Type, Number of Leads, and Location Targeting).

Cancellation Policy: If a User creates a campaign that does not get filled within 10 days, Pinnacle will pause the User's campaign upon request of the User. For example, a User creates a campaign for 10 leads per week at \$20 per lead. If the campaign has only received 7 leads after 10 days, and the User requests that the campaign be paused, Pinnacle will pause the User's campaign. The User will then be able to resume or pause the campaign at their own discretion. All lead credit requests must be submitted within 30 days of receiving the lead. Once a lead has been in the possession of the User for 30 days, it no longer qualifies for credit.

If a User would like to remove their account from Pinnacle Lead Hub completely they must reach out to support at info@pinnacleleadhub.com and request such action to be taken. Dually if a User would like for their account to be reactivated they should reach out to the contact email above and request such action.

Delivery Policy: When a User starts a live campaign our vendors will create campaigns in the requested areas. The User should allow for a 48 hour grace period before leads start to come in.

When a User purchases leads from the Marketplace the lead information will be delivered directly to the "My Leads" tab on the left hand menu. This will be instant as soon as the transaction is complete.