

## **Domain Money Satisfaction Guarantee Terms and Conditions**

Domain Money is committed to your satisfaction. This Satisfaction Guarantee applies to all plans purchased and delivered by Domain Money ("Plan"). By purchasing a Plan and accepting these Terms & Conditions, you agree to be bound by them.

### **1. Eligibility**

- This Satisfaction Guarantee is only applicable to paid plans purchased directly from Domain Money.
- Free plans, consultations, and other paid or unpaid services not explicitly labeled as "Plans" are not covered by this guarantee.
- You must have received the delivered Plan before initiating a Guarantee claim.
- Unsatisfied claims must be made in good faith and with reasonable justification, Domain Money withholds the right to reject any claim which it finds baseless.

### **2. Guarantee Details**

- If you are not satisfied with your delivered Plan, you must explicitly state so within your delivery session and verbally state you wish to make a satisfaction guarantee claim. Verbal claims must be followed up in writing within 24 hours to [support@domainmoney.com](mailto:support@domainmoney.com).
- Once a verbal unsatisfied claim has been made during the delivery session the client has 24 hours to provide written revision requests, this should be sent with the written claim to [support@domainmoney.com](mailto:support@domainmoney.com).
- Revision requests must be submitted through our official support channels and clearly outline your concerns with the delivered Plan.
- Domain Money will work diligently to provide a revised Plan that addresses your concerns and meets your expectations.
- You will have the opportunity to provide feedback on the revised Plan.
- If, after one revision, you are still not satisfied with the Plan, you are eligible for a full refund equal to but not exceeding the total amount paid.
- Refunds will be returned to the original payment method used.

### **3. Refund Process**

- To claim your refund, submit a request through our official support channels within 14 days of receiving the revised Plan.
- You will be required to provide a brief explanation of your dissatisfaction and confirm completion of the revision process.
- Refunds will be processed to the original payment method used for the purchase.
- Processing times for refunds may vary depending on your financial institution.

#### **4. Exclusions**

- This Guarantee does not apply to:
- Delays or issues caused by factors outside of Domain Money's control (e.g., third-party service outages).
- Changes in your requirements or expectations after the Plan has been delivered.
- Issues resulting from your failure to provide necessary information or follow instructions.
- Use of the Plan for illegal or unethical purposes.

#### **5. General**

- Domain Money reserves the right to modify or discontinue this Guarantee at any time without prior notice.
- This Guarantee is governed by the laws of your jurisdiction and constitutes the entire agreement between you and Domain Money regarding this Guarantee.
- If any provision of this Guarantee is held to be invalid or unenforceable, such provision shall be struck and the remaining provisions shall remain in full force and effect.

#### **6. Contact Us**

If you have any questions about this Satisfaction Guarantee, please contact us through your CFP® professional or at [support@domainmoney.com](mailto:support@domainmoney.com).