

Domain Money Satisfaction Guarantee Terms & Conditions

Effective Date: April, 2025

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

1. Domain Money Plan Satisfaction

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.

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.
- 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.
- 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.

2. Domain Money Annual Membership Satisfaction

When you sign up to an annual Domain Money membership, you will be entitled to a risk-free trial period of 90 days after the first charge of your recurring membership charge. If, within the initial 90 days, you are dissatisfied with the service, you may request a full refund. The refund will be issued using the same payment method employed for the subscription.

Following the initial 90-day trial period and until your renewal date, cancellations will not be eligible for a refund. However, you will retain access to the service for the remaining duration of the current billing period.

3. Refund Process

- In case of a Plan refund, submit a request through our official support channels within 14 days of receiving the revised Plan.
- In case of a Domain Money Membership refund, submit a request through our official support channels within 90 days of your initial Domain Money purchase.
- 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 with finding availability on advisors calendar as long as there are several available scheduling slots within normal business hours on a rolling 45 days basis.
- Issues resulting from your failure to provide necessary information or follow instructions.
- Use of the Plan or Domain Money Membership 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.
- If you have any questions about this Satisfaction Guarantee, please contact us through your CFP® professional or reach out to support@domainmoney.com.