

Domain Money Satisfaction Guarantee Terms & Conditions

Effective Date: January, 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+ Annual Membership Satisfaction

When you sign up to an annual Domain+ membership, you will be entitled to a risk-free trial period of 90 days in the first year. 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+ Membership refund, submit a request through our official support channels within 90 days of your initial Domain+ 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+ 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.