

## LeadHandle Policies & Terms

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We know that LeadHandle will provide a terrific experience, which is why LeadHandle is a pay-as-you-go monthly service. Should you cancel services within fifteen (15) days of purchase, a refund will be made less a \$379 non-refundable connection fee. If you elect to cancel your LeadHandle service after fifteen (15) days of purchase there will be no refund. Cancellations must be done verbally through an LeadHandle representative. Email requests to cancel do not constitute acceptance of any cancellation. Only verbal requests made with an LeadHandle representative will create a cancellation request.

If you encounter any technical issues with LeadHandle, please contact us and we'll make every effort to get you back on track. Most technical or training issues can be resolved quickly and easily.

LeadHandle may amend this policy from time to time, and we will notify you of any changes by posting an update on our website or by sending you an email.

**Non-refundable connection fee:** There is a non-refundable \$99 fee for connecting to and provisioning resources on the LeadHandle server system. If you elect to cancel your LeadHandle license within fifteen (15) days of purchase you will receive a refund equal to the amount you paid for such license less the non-refundable \$99 connection fee. If you elect to cancel your LeadHandle license fifteen (15) or more days after purchase, you will receive no refund.

**Non-refundable monthly fees:** If you elect to cancel your LeadHandle license, all monthly fees paid by you prior to your election to cancel shall be non-refundable.

**Suspension for non-payment:** In the event that your license or account is suspended for non-payment, and reactivation becomes necessary, a reactivation fee will be assessed in an amount equal to the lesser of (i) the total past due amount owed by you for services provided pursuant to the LeadHandle license, and (ii) a \$99 reactivation fee.