



PROFESSIONAL INVESTIGATIVE SERVICES

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Terms and Conditions of Investigation Service

NO REFUND POLICY

- a) There shall be no refund(s) for work, product or services performed by Agency regardless of investigative conclusion. Client agrees to pay Agency for all services rendered, regardless of the outcome of said services. Once the service is scheduled a four-hour minimum applies to all investigative services and/or interview conducted on behalf of the client.
- b) In the event the client requests to cancel or change any scheduled investigative services or surveillance work, the client agrees to promptly notify the Agency, no less than 12 [twelve] hours in advance of any alteration or change to the scheduled service.
- c) Should the client decide to cancel any scheduled service the client's must meet the Agency's termination agreement criteria as set forth in this agreement. If the client fails to promptly notify the Agency, the Client will forfeit no less than a four-hour minimum of the retainer, flat fee and/or money paid to Agency equivalent the hourly rate. Client shall also pay for any services rendered such as administrative services, preliminary investigative service, etc. Client agrees any refunds amounts shall be determined at Agency's, sole discretion.
- d) Agency has not made any warranties or guaranties as to the success of the investigation, research, or other matters in question. Due to the nature of investigative work, no warranties or guaranties can be given as to the success or quality of the results achieved. Client should understand that information obtained may not be that which is desired or in the favor of the Client.
- e) Client should understand, money can be saved by giving Agency correct and truthful information prior to and during the case. Client attests that he/she/company has not made any misrepresentations to Agency regarding the services requested. Client understands that knowingly supplying false, misleading, or incomplete statements or information to Agency, relating to said assignment both directly and/or indirectly, could result in the immediate termination of said assignment and forfeiture of all retainers, flat fee and money paid to Agency. Further, Agency reserves the right to refuse service to the client for security, safety, unlawful, or immoral reasons.