

1. Overview

At RentPad, we are committed to customer satisfaction. This Refund Policy outlines the terms and conditions under which refunds may be granted for the use of our services. By using our website and services, you agree to the terms outlined in this policy.

2. Refund Eligibility

Refunds may be issued under the following conditions:

- **Billing Errors:** If you are charged incorrectly due to a system error.
 - **Service Failures:** If a service you paid for was not provided as described.
 - **Cancellation within Refund Window:** If you cancel your service within the eligible refund period, as described in Section 3.
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3. Refund Periods

The following timeframes apply to refund requests:

- **Subscription Services:** Refunds are available for cancellations made within 7 days of the initial payment.
 - **One-Time Payments:** Refunds are available for cancellations made within 14 days of payment if the service has not been rendered.
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4. Non-Refundable Items

Certain payments are non-refundable, including but not limited to:

- Payments for services already rendered.
 - Fees incurred for third-party services or integrations.
 - Administrative fees and processing charges.
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5. Refund Process

To request a refund, please follow these steps:

1. **Contact Us:** Submit a written request via email to rentpadhomes@gmail.com with the subject line "Refund Request."
 2. **Provide Information:** Include your full name, account details, payment reference, and a detailed explanation of the reason for your request.
 3. **Review Process:** Our team will review your request within 5-7 business days and notify you of the outcome.
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6. Refund Method

Approved refunds will be processed as follows:

- Refunds will be issued to the original payment method used at the time of purchase.
 - Please allow 5-10 business days for the refund to reflect in your account, depending on your financial institution.
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7. Changes to the Refund Policy

We reserve the right to update or modify this Refund Policy at any time. Changes will be effective immediately upon posting to our website. Continued use of our services indicates acceptance of the updated policy.

8. Contact Information

If you have any questions about this Refund Policy, please contact us at:

- Email: rentpadhomes@gmail.com
 - Phone: +1 (973) 897-2709
 - Address: 131 Continental Drive, Suite 305, Newark, DE 19713
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By using our services, you acknowledge that you have read, understood, and agreed to this Refund Policy.