**MONEY BACK GUARANTEE**

It is our goal that every customer has a completely positive experience and receives products and services with which they are completely satisfied. There are rare occasions when a customer may request a compensation, and we have developed this policy so that all customers understand when and how compensations are awarded. The circumstances below outline the types of compensations we do award. If you do not meet one of these circumstances and still believe you qualify for a compensation, please contact our Support department to discuss your compensation request.

**When Orders are Cancelled**

Customers do sometimes have a need to cancel orders they have placed with us. We try to accommodate those cancellations in the following ways:

* If a customer should cancel an order before we have assigned a writer, a 100% compensation will be awarded
* If an order is cancelled after writer assignment, then we will assess how much work that writer has already completed and assign a pro-rated compensation amount.
* If the cancellation comes when more than ½ of the deadline period has expired, a 50% compensation will be awarded.

Note: When cancellations occur, ownership and copyright of any drafts or partial completions revert to the company, and customers have no right to that content.

**When Delivery is Late**

There are some occasions during which a delivery may be delayed. In rare instances, an emergency with a writer means that we must assign another equally-qualified writer, and this can cause a delay. At other very rare times, technical issues prevent delivery – power outages, server or browser issues, etc. Still other delays can be caused because a customer does not respond in a timely manner to questions we have.

* When a delay occurs because a customer has not made a timely payment or has failed to respond to us, we are not responsible and no compensation will be awarded.
* Technical difficulties are beyond our control and we cannot be responsible for delays that result.
* When a delay is due to a writer emergency, we will compensate the customer on an individual basis, based upon the amount of delay.

**Claims of Poor Quality**

This is quite rare. If customers are unhappy with a delivered product, they may request revisions until they are satisfied. If the customer ultimately request a compensation, we will be happy to investigate the claim of poor quality. The following process applies:

* Customer must provide a detailed accounting of the quality issues or mistakes in the original specifications the customer provided. The Quality Assurance department will investigate and make a decision
* Customers requesting a compensation because of a poor grade will not receive a compensation. We provide original, custome writing that is to be used for research and reference purposes. And, we cannot know in advance how an instructor or professor will respond to any piece of writing. If a customer actually submits a piece that we have provided, we cannot guarantee grades or prevent potential consequences.
* If the customer claims that a product contains plagiarism, s/he must submit a Turnitin report showing the plagiarized content. This has never occurred, but if it should, it will be corrected and a partial compensation will apply.

**Customer Order Details and Preferences**

It is up to the customer to complete a comprehensive order form, providing all requirements and resources, if warranted. If a compensation request is submitted, and the issue contradicts the original order instructions, no compensation will apply.

Customers may request specific writers, and we will do our best to accommodate that. However, we cannot guarantee that the preferred writer is available. If not, we will assign an equally-qualified writer to the order. In this case, we will compensation the preferred writer fee.

**The Refund Request/Refund Process**

A customer begins the process by contact our customer support department, within 2 months of product receipt. We will then investigate the claim and respond within five days with our decision. We may request additional information, and it is the customer’s responsibility to provide it in a timely manner.

If it is determined that a customer is due a refund, we will process that within five days. Banks may charge fees, and there may be

Delays in their processing. We are not responsible for these events.

NOTE: If a refund totals less than $10, we will not process it for delivery to a customer due to the fact that it barely covers transaction fees.

Instead, we will apply the amount to a future order.

**Questions?**

If you have any questions about this Money-Back Guarantee Policy, please get in touch with the customer service department. An agent will be happy to provide more clarification.