

Refund Policy

Last updated: [Date]

1. When a refund applies

A refund is available only if List4Agents does not deliver the Client's first lead within 30 days of the Effective Date of the Service Agreement.

2. How to request a refund

- The Client must submit a written refund request within 30 days of the Effective Date.
- Send requests to: info@list4agents.com
- Include your name, brokerage, plan purchased, and the Effective Date of your agreement.

3. What you receive

If the request is approved, the Client receives 50% of the sign-up fee paid, processed within 60 business days of the approved request.

This is the only refund available under the Service Agreement.

4. After the 30-day window

Once the first 30 days have passed, the Client is no longer eligible to request a refund or open a dispute over fees. The sign-up fee becomes non-refundable at that point.

5. Lead quality concerns

Concerns about individual lead quality are not handled through this Refund Policy. Instead, they are handled under the Swap Guarantee in the Service Agreement: a lead that turns out to be invalid, not a homeowner, not interested, or unreachable after three contact attempts within seven days may be reported in writing within 7 days of delivery and, if confirmed, will be replaced. Each lead may be replaced once.

6. Referral fees already owed

Refunds under this policy apply only to the sign-up fee. They do not cancel or refund any referral fee already owed on a closed transaction.

7. Questions

Questions about this policy can be sent to: info@list4agents.com

[Business address]