

NotarEase Refunds Policy

Last updated: 13 October 2024

In this Refunds policy, the terms “we”, “us”, “our” or other similar expressions refer to **NotarEase** and the words such as “User”, “you”, “yours” or other similar expressions shall mean any user of NotarEase, which shall hereinafter be referred to as “Website”.

At NotarEase, we are committed to providing a seamless and efficient online notarisation experience. Our Refunds Policy is designed to ensure transparency and fairness in the event that a notarisation cannot be completed due to a fault on our part.

1. Refund Eligibility

- 1.1. We guarantee a 100% refund of the amount paid for notarisation services if the failure to notarise is solely attributed to a fault on our (NotarEase’s) part.

2. Refund Exclusions

- 2.1. You shall not be entitled to a refund under the following circumstances:
 - 2.1.1. **Document Eligibility:** If the appointed notary determines that your documents are not in order for notarisation, a refund will not be provided. It is your responsibility to ensure that their documents meet the necessary criteria for notarisation.
 - 2.1.2. **Notary Discretion:** If the notary rejects the notarisation of your documents based on reasons such as lack of adequate proof of identity or any other discretion exercised by the Notary, a refund will not be issued. Notary’s decisions with respect to the notarisation of documents are final, and you must comply with all legal and technical requirements in order to ensure the notarisation process goes smoothly.
 - 2.1.3. **Your Responsibility:** Refunds will not be granted if the failure to notarise any document is a result of your actions / inactions, including but not limited to being late for the appointment. You are urged to adhere to the scheduled appointment time to ensure a smooth notarisation process.

3. How to Request a Refund

- 3.1. To initiate a refund request, please contact our customer support team at hello@notarease.com within 3 days of the failed notarisation attempt. Provide details of the issue, along with relevant supporting documentation. Our team will review the request and, if deemed eligible, process the refund in a timely manner - typically within 10-14 working days.

4. Contact Information

- 4.1. For any inquiries or refund requests, please contact our customer support team at hello@notarease.com.

NotarEase reserves the right to update or modify this Refunds Policy at any time. Customers are encouraged to review the policy periodically for any changes.