

# Fairhope Concierge

## Refund & Cancellation Policy

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*Effective date: June 2026*

At Fairhope Concierge LLC, we want every client and family to feel confident in our services. This policy explains how refunds and cancellations work.

### 7-Day Satisfaction Window

Your refund window begins on the date of your first completed visit or task. Within seven (7) days of that first visit or task, you may request a refund of amounts paid, minus the value of any visits or tasks already completed during that period.

In other words, you may try our service risk-free for one week from your first visit. If it is not the right fit, you receive a refund for the unused portion of your current paid period, less any services already delivered.

### After the 7-Day Window

After seven (7) days have passed from your first completed visit or task, any unused visits or tasks in the current paid period are non-refundable. You may cancel future billing at any time (see below), but the current period is not refunded once the window has closed.

### Completed Services

Visits and tasks that have already been provided are non-refundable at any time, as they reflect work already performed on your behalf.

### Canceling Future Billing

To stop future monthly charges, please provide written notice (by text or email) at least seven (7) days before your next billing date. If notice is received in time, you will not be charged for the following period. If your next billing date has already passed or is within seven (7) days, the upcoming period may already be processed.

### Processing Fees

Refunds are issued for the eligible service amount. Non-recoverable third-party payment processing fees (charged by our payment processor) are not included in refunds.

### Refund Timing

Approved refunds are returned to your original payment method. Please allow five (5) to ten (10) business days for the refund to appear on your statement, as timing is determined by your card issuer.

### How to Request a Refund or Cancel

To request a refund or cancel future billing, contact us directly:

Phone: 251-308-6479

Email: [info@fairhopeconcierge.com](mailto:info@fairhopeconcierge.com)