

**Client Refund Policy Option 1:**

We will refund client fees in whole or in part as the situation warrants. Refunds will be automatically made in the following situations:

- The problem for which we were hired is resolved before we have begun work on the matter
- The client changes his or her mind about using our services before we have begun work on the matter

We will not refund client fees in the following situations, except for unused funds:

- The client changes his or her mind after we have begun work on the matter
- The client has not provided the information we requested on a timely basis and, as a result, we were unable to complete the work for which we were contracted
- The client provided false or incorrect information making it impossible for us to perform the services for which we were engaged