

## GUARANTY/PAYMENT/REFUND POLICIES

### Guaranty and Refund Policies

We guarantee our services or we do not onboard a client or their case.

However, nothing in life is 100% perfect. We know this.

Therefore, we offer a 90% refund to all our clients who receive a 'Recovery Service Offer' and for whom we start a case, if after work has begun, something happens whereby circumstances change and we can no longer proceed. Any upfront payments made that fall under those conditions will be refunded at 90%.

### Payment

There are *Upfront* and *Back-End* fees to this process.

Each client onboarded, who accepts our 'Recovery Service Offer' has to pay a percentage upfront of the overall cost to recover their funds.

*Please Note:*

*Upfront fees cannot be avoided as the equipment used by our forensic experts is purchased new for each client and discarded afterwards. The pieces of equipment we use are single use only, for each case.*

Back-end fees are determined ahead of time with the client and taken out and deducted from the client's funds, once recovered and prior to delivery to the client.

Our company only accepts payments for service in cryptocurrency, Bitcoin or USDT (ERC 20).

When sending payment for service, we require a screenshot proof the payment was sent, and we, in return, send an email confirmation upon receipt of payment, for all parties' records.

All refunds are delivered back in cryptocurrency.