



## **RHL APPRAISALS REFUND POLICY**

**CANCEL WITHIN 72 HOURS OF APPOINTMENT:** When payment is received by credit card and the borrower cancels the order within 72 hours of the set appointment, the borrower will receive one half of the total fee collected as his total amount due of the money back as a refund. This charge of half our fee will cover the cost of file prep, MLS & other related costs associated with preparation of the appraisal file.

**SAME DAY CANCEL OR CANCEL AT THE DOOR:** When a time slot has been made available for an appointment and the appointment is cancelled the same day or cancelled at the door for any reason, the full fee has been earned and **NO REFUND** is due to the borrower. We can make a new appointment with payment of a trip charge paid or in the case of a cancel with no intention of a new appointment, again **NO REFUND** is due our full fee has been earned. **This statement is made to comply with current Visa & MasterCard refund policy as for notice given in public view of RHL APPRAISALS credit card policy on refund.**

Full Refund less the service fee shown charged by the credit card processing agency, usually less than \$25.00 is available only if cancel within 24 hours of payment accepted by **RHL APPRAISALS** [normally the day we call for the appointment] or cancel by borrower or lender for what ever reason, within 72 hours of the appointment. **ALL** Cancellations shall be in writing to **RHL APPRAISALS** office by fax **732-906-2203**. Disputes from borrowers after the completion of the report for a refund due to home value not obtained or the lenders did not fund their loan for what ever the reason, shall not be grounds for any refund when paid by credit card. **THIS REFUND POLICY IS FINAL. NO REFUND OF ANY TYPE ONCE THE APPOINTMENT AND OR INSPECTION OF THE PROPERTY IS COMPLETED. PERIOD.**

We will make an attempt to cover this policy with each credit card payee, our only duty is to make this public policy, as posted on this web page with our fees to our clients. It is intended for the lender to read & inform the borrower if a dispute should arise the lender may refund any money to the borrower.

Each credit card transaction payment **MAY** have a service fee of \$25. We trust this will explain our policy on credit cards.

Thank you

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