



DAY 14

TENANT SERVICES

Empowering Residents, Driving Accountability

REFUND POLICY



1. GENERAL POLICY

All payments made to Day14 Tenant Services LLC are considered payments for time, administrative work, and digital services.



2. NON-REFUNDABLE SERVICES

The following are non-refundable once work begins:

- Document preparation
- Communication support
- Consultation time
- Subscription periods already started



3. REFUND ELIGIBILITY

Refunds may be granted only if:

- Service has not yet started
- Billing error occurred
- Duplicate payment was made



4. SUBSCRIPTION PLANS

Monthly plans are:

- Non-refundable after billing date
- Cancel anytime, effective next billing cycle



5. CHARGEBACKS

Client agrees to contact Day14 first before initiating any dispute or chargeback.



6. WORK COMPLETED CLAUSE

Any completed work is considered delivered and non-refundable.



7. EXCEPTIONS

Refund exceptions are at the sole discretion of Day14 Tenant Services LLC.



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day14.org



TenantsServices@day.14.org

Questions? Please contact us prior to initiating any dispute. We are committed to resolving any concerns quickly and fairly.