



# Refund Policy

## Refund Policy

### Refunds will NOT be accepted under the following circumstances:

- *You missed your appointment.*
- *You cancelled a fingerprinting/passport photo appointment before the appointment date.*
- *You booked the wrong products/services. Each client is responsible for knowing what type of fingerprint submission they require. This information can be verified with the requesting agency prior to Livescan\MD™ performing fingerprint services or providing products/services of any kind.*
- *You scheduled and received fingerprinting services for the wrong background check process or for the wrong government agency (ex., fingerprinted for Adoption services under DHS but actually should have been fingerprinted for Foster Care under DHS).*
- *You are eligible for a refund for one or more of the below reasons, but you did not request a refund within six months of the date paid.*

### Refunds will be issued only under the following circumstances:

- *You made duplicate payments in error (e.g., you paid onsite, as well as online) and have requested a refund.*
- *The Livescan\MD™ location was closed because of inclement weather and you have requested a refund for fingerprinting services not rendered.*

### Refund Procedures

*If you are eligible for a refund, please email your refund request to: [Info@livescanmd.com](mailto:Info@livescanmd.com)*

### Please provide the below information with your refund request:

- *Your name, phone number, address and email address*
- *Your Registration ID*
- *Payment date, payment amount, and method of the payment (e.g., personal check, money order, credit card)*
- *Confirmation Number of credit card payment, if applicable*
- *Check number and amount paid*
- *Reason for refund request*

### Standard Turnaround Time

- *Our standard turnaround time to process a refund is 30 days from the date we received your refund request.*
- *Refunds will be issued in the original form of payment (e.g., if payment made with a credit card, Livescan\MD™ will issue a credit only to the same credit card)*