

MSL Notary & Signing Services Refund Policy

At MSL Notary & Signing Services, we strive to provide exceptional service and ensure customer satisfaction. This refund policy outlines the terms and conditions for refunds on our notary services.

1. General Refund Policy

- Once a notary service is completed, all fees are non-refundable. This is due to the nature of notarial acts, which are considered completed at the time of the signing and cannot be undone.
- If a client wishes to cancel or reschedule a scheduled appointment, they must notify us at least 24 hours in advance to avoid a cancellation fee.

2. Cancellation and Rescheduling Policy

- Rescheduling: Clients may reschedule their appointment at no additional cost, provided the rescheduling request is made at least 24 hours before the original appointment time.
- Cancellation:
 - Cancellations made 24 hours before the appointment will be eligible for a 100% refund of any prepaid fees.
 - Cancellations made within 24 hours of the appointment time will not be eligible for a refund.
 - If the notary is unable to complete the notarization due to missing documents, improper identification, or the signer's unwillingness to proceed, no refund will be issued, and a trip fee of \$25 will be charged.

3. Refund Eligibility

A refund will be issued only in the following circumstances:

- The notary arrives late by more than 30 minutes without prior notice, and the appointment cannot proceed as scheduled.
- The notary is unable to perform the notarization due to an error on our end (e.g., the notary fails to bring the required notary stamp/seal).
- The service was mistakenly charged twice due to a processing error.

4. Disputed Charges

If you believe that you were incorrectly charged or the service was not provided as agreed, please contact us within 7 days of the completed appointment. All disputes will be reviewed on a case-by-case basis.

5. How to Request a Refund

To request a refund or discuss any issues, please contact us at info@mslnotarysigningservices.com or call us at 678-576-1345 with the following information:

- Full Name
- Date of Appointment
- Service Provided
- Reason for Refund Request

6. Refund Processing Time

If a refund is approved, please allow 7-10 business days for the refund to be processed and reflected in your original payment method.

7. Exceptions

- No refunds will be issued for travel or mobile notary fees once the notary has arrived at the specified location.
- No refunds will be provided for digital products, templates, or contracts purchased through our website.

If you have any questions or concerns regarding our refund policy, feel free to reach out to us.

MSL Notary & Signing Services

info@mslnotarysigningservices.com

Phone: 678-576-1345

Atlanta, GA 30309