

# **REFUND POLICY**

## **JoePal Consulting Services LLC**

**Effective Date:** 01/01/2026

JoePal Consulting Services LLC (“JoePal,” “we,” “our,” or “us”) is committed to delivering high-quality professional consulting, research, digital, and advisory services. This Refund Policy outlines the conditions under which refunds may be granted, the procedures for requesting refunds, and the responsibilities of both the company and clients.

By purchasing services from JoePal Consulting Services LLC, clients agree to the terms of this Refund Policy.

### **Nature of Services**

JoePal Consulting Services LLC provides customized professional services, including but not limited to consulting, research support, grant development, digital solutions, training, and advisory services. These services are tailored to each client’s specific needs, and significant time, expertise, and resources are invested once work begins.

Due to the customized and intellectual nature of these services, refunds are limited and subject to the conditions described in this policy.

### **Eligibility for Refunds**

Refunds may be considered only under specific circumstances. Clients may be eligible for a refund if a written service agreement has been signed and services have not yet commenced at the time of the refund request.

If a project has already begun, refunds may be granted only for the portion of work not yet completed, and such refunds will be determined at the sole discretion of JoePal Consulting Services LLC based on documented project progress.

Refunds may also be considered if JoePal Consulting Services LLC is unable to deliver the agreed services due to internal limitations, operational constraints, or circumstances beyond reasonable control.

### **Non-Refundable Services**

Payments are generally non-refundable once work has commenced. This includes, but is not limited to, completed consulting sessions, delivered reports, digital materials, training sessions, strategy documents, research outputs, or customized project deliverables.

Administrative fees, consultation fees, and deposits used to secure project scheduling are also non-refundable.

## **Cancellation Policy**

Clients may request cancellation of services in writing before work begins. If cancellation is received prior to project initiation, a refund may be issued minus any administrative or transaction costs incurred.

If cancellation occurs after work has started, only the unused portion of prepaid fees may be considered for refund, subject to documented work progress and contractual terms.

## **Refund Request Procedure**

All refund requests must be submitted in writing to JoePal Consulting Services LLC through official communication channels. Requests should include the client's name, service details, reason for the refund request, and supporting documentation if applicable.

Refund requests must be made within thirty (30) days of the original payment date unless otherwise specified in the service agreement.

## **Refund Processing**

Approved refunds will be processed using the original payment method where possible. Processing times may vary depending on financial institutions but typically occur within ten to thirty business days following approval.

JoePal Consulting Services LLC is not responsible for delays caused by payment processors, banks, or third-party financial institutions.

## **Dispute Resolution**

In the event of a disagreement regarding services or refund eligibility, JoePal Consulting Services LLC encourages clients to seek resolution through direct communication. Disputes will be handled in good faith and in accordance with applicable contractual terms and governing laws.

If a resolution cannot be reached, disputes may be subject to mediation or legal procedures as outlined in the service agreement.

## **Compliance with Consumer Protection Laws**

This Refund Policy is designed to comply with applicable consumer protection and commercial laws. Nothing in this policy is intended to limit any legal rights that clients may have under applicable regulations.

## **Policy Modifications**

JoePal Consulting Services LLC reserves the right to update or modify this Refund Policy at any time to reflect operational changes, legal requirements, or service improvements. Updated versions will be posted on the website with the revised effective date.

## **Contact Information**

For questions or refund requests, please contact:

JoePal Consulting Services LLC  
16192 Coastal Highway  
Lewes, Delaware 19958, USA  
Email: [info@joepal.org](mailto:info@joepal.org)  
Phone: +1 302 250 9520  
Website: [www.joepal.org](http://www.joepal.org)