

## **Refund/Cancellation Policy**

We create service deliverables based on the information our clients provide to us through the questionnaires we send them after receiving payment for the services.

**We start working on service deliverables as soon as clients submit the associated questionnaires.**

Therefore, please understand that once a questionnaire has been submitted, 1) no further changes can be made to the information used to create the service deliverable, 2) clients will be ineligible for a refund on any funds paid to Expat Empire up to that point, and 3) any outstanding balances owed by the client to Expat Empire for the service will become due upon delivery of the deliverable.

In the case of service packages such as group packages, subscription packages, and similar, as soon as work has been started on at least one of the services included in the packages, clients will be ineligible for refunds on the associated purchase(s) completed.

Clients are only eligible for a refund on service packages if they have not yet submitted any service questionnaires or otherwise used any of the services included in the packages.