

Cancellation and Refund Policy

Refund Policy:

- **100% Money Back Guarantee:**
 - A user **is eligible to receive a full refund** for the verification fee if we are unable to verify their rental payment history.
 - A user **is eligible to receive a full refund** for the verification fee if we are unable to show significant improvement to their credit score.
 - ***ALL Refund Requests must be made within 90 days of our first reporting your rent to the credit bureau(s). Refund requests made after the 90 days will not be processed.***
- **How to request a refund**
 - **Simply call 720-307-1466**
 - Voice Mail refunds are also honored
 - Or email at support@rentalkharma.com
 - Refunds are processed within 1-5 business days of request.
 - It can take 2-7 days for a refund to show up on your bank or credit card account.
- **Refunds for accounts that have Moved Out**
 - To run smoothly we depend on the help of our members. If you move out please let us know as soon as you can. We understand that life can get busy and things slip through the cracks which is why we will do our part by continuously contacting your property manager or landlord to stay up to date as best we can. If we have a non responsive account for 3 months or under we will reach out to our member to see if you have moved or need to cancel ongoing services, no monthly fees will be reimbursed. For those rare cases when we have non responsive accounts for 4 months or over we will offer to add a new lease free of charge or a reimbursement of up to 3 months of your monthly fee..

Cancellation Policy:

- A user can cancel their monthly rent verification subscription at **any time**
 - **Simply call 720-307-1466**
 - Voice Mail cancellations are also honored
 - Or email at support@rentalkharma.com