CANCELLATION POLICY

Effective Date: July 15, 2026

This Cancellation Policy ("Policy") governs the scheduling, cancellation, and rescheduling of all services provided by **Vantage Verify** ("the Company"). By scheduling an appointment for mobile drug testing, alcohol screening, DNA collection, I9 verification, background checks, notary services, or fingerprinting, the client ("Client") agrees to be bound by the terms and conditions set forth herein.

1. GENERAL CANCELLATION GUIDELINES

Vantage Verify operates as a 24/7 mobile service provider. Because our technicians are dispatched specifically to on-site locations to minimize employee downtime for our Clients, cancellations impact our logistical operations and staffing. **A minimum of twenty-four (24) hours' notice is required to cancel or reschedule without penalty**, unless an exception applies under Section 4.

How to Cancel: All cancellation requests must be submitted **(a)** by phone to the Company's dispatch line, or **(b)** by email to the Company's dispatch/support email address. The cancellation is effective only when confirmed by Vantage Verify (verbally by phone or in writing by email). Messages left after business hours are time-stamped based on receipt by the Company's systems and may be treated as received the next business day.

For Clients using a third-party or internal scheduling coordinator, it is the Client's responsibility to ensure the cancellation is communicated to Vantage Verify within the required notice period.

2. NOTICE PERIOD AND FEES

Cancellation fees are determined based on the amount of notice provided prior to the scheduled appointment time:

- **Standard Cancellation (At Least 24 Hours Notice):** Appointments cancelled at least twenty-four (24) hours before the scheduled arrival window will not incur a cancellation fee. Any pre-paid service fees will be refunded in full or applied as a credit toward future services, at the Company's discretion and subject to any non-refundable fees in Section 6.
- **Late Cancellation (Less than 24 Hours Notice):** Appointments cancelled less than twenty-four (24) hours before the scheduled arrival window will be subject to a late cancellation fee equal to **fifty percent (50%) of the scheduled service total or a flat fee of $75.00, whichever is greater**, plus any non-refundable fees applicable under Section 6.
- **Cancellation While In Transit / On-Site:** If the appointment is cancelled after the technician has departed for the site or has arrived on-site, the cancellation will be treated as a Dry Run/No-Show under Section 3.
- **Emergency/On-Call Services:** For immediate or after-hours emergency dispatch requests (e.g., post-accident or reasonable suspicion testing), a cancellation fee applies immediately once the technician has been dispatched. If the technician is en route or on-site, the Dry Run/No-Show charges in Section 3 may apply.

3. "DRY RUN" AND NO-SHOW POLICY

A "Dry Run" or "No-Show" occurs when a technician arrives at the designated location at the scheduled time and is unable to perform the services due to circumstances outside of the Company's control. This includes, but is not limited to:

- The donor/subject is not present at the site.
- The Client denies the technician access to the premises.
- The Client is not prepared for the appointment (e.g., lack of required documentation or authorized personnel).
- The appointment is cancelled by the Client while the technician is in transit or on-site.

In the event of a Dry Run or No-Show, the Client will be billed for the full amount of the scheduled service plus any applicable travel or mileage fees.

4. RESCHEDULING AND EMERGENCY EXCEPTIONS

Rescheduling Options. Clients may reschedule an appointment one (1) time without penalty, provided that the request is made at least **twenty-four (24) hours** before the original appointment. Subsequent rescheduling requests, or rescheduling requests made with less than twenty-four (24) hours' notice, will be treated as a Late Cancellation under Section 2 and may require a new service fee and/or applicable cancellation charges.

Emergency Exceptions. Vantage Verify may waive late cancellation fees on a case-by-case basis for documented emergencies that prevent the appointment from occurring, including but not limited to: (i) severe weather or government travel advisories materially affecting access to the site; (ii) serious illness, injury, or hospitalization of the donor/subject or key authorized representative; (iii) vehicle accident or roadway closure preventing access; or (iv) other events beyond the Client's reasonable control. The Client must notify Vantage Verify as soon as practicable and provide reasonable documentation upon request. Emergency exceptions do not automatically waive charges incurred once a technician has been dispatched, is in transit, or has arrived on-site, including third-party laboratory or kit-related costs.

5. DNA TESTING AND SPECIALTY SERVICES

Due to the cost of materials and chain-of-custody preparation, cancellations for DNA collection or legal testing services where kits have already been prepared or shipped are subject to a non-refundable administrative fee of $100.00, regardless of the notice period provided.

6. COMPANY-INITIATED CANCELLATIONS

Vantage Verify reserves the right to cancel or postpone an appointment due to inclement weather, technician safety concerns, or unforeseen mechanical failure. In such instances, the Company will notify the Client as soon as possible and will reschedule the service at no additional cost. Vantage Verify shall not be liable for any indirect or consequential damages resulting from such delays.

7. PAYMENT OF FEES

All cancellation and no-show fees will be invoiced to the Client and are due upon receipt. For Clients with a valid credit card on file, Vantage Verify reserves the right to charge the applicable fee to that card at the time of cancellation.

8. CONTACT INFORMATION

To cancel or reschedule an appointment, please contact:

Vantage Verify Website: http://www.vantageverify.org Email: [Insert Dispatch/Support Email] (Cancellations/Rescheduling) Phone: [Insert Contact Number] (Dispatch Line)