Refund and Cancellation Policy

Effective Date: July 15, 2026

This Refund and Cancellation Policy (the "Policy") governs the purchase of services from **Vantage Verify** ("the Company," "we," "us," or "our"). By scheduling an appointment or engaging our services via http://www.vantageverify.org, you ("the Client") agree to the terms outlined herein.

I. General Refund Terms

Vantage Verify provides professional compliance and testing services, including mobile drug and alcohol testing, I-9 verification, DNA collection (collection services only), background checks, notary services, and fingerprinting. Due to the nature of these professional services, advance scheduling, technician dispatch, and third-party vendor costs, refunds are limited and governed by this Policy.

1. **Services Eligible for Refund (General Rule):** A refund may be available only when (a) Vantage Verify cancels and cannot reschedule within a reasonable timeframe, (b) you are charged in error (including duplicate charges), or (c) the service was not rendered as scheduled and no meaningful work, dispatch, collection attempt, notarization act, or third-party submission/search was initiated.
2. **Non-Refundable Services (General Rule):** No refunds will be issued once a collection has been attempted, a service has been completed, or a third-party search/submission has been initiated, regardless of outcome, results, acceptance by an agency, or whether the Client later determines the service is no longer needed.
3. **Administrative / Processing Fees:** Where a refund is permitted, Vantage Verify may deduct non-recoverable administrative costs and third-party or merchant processing fees, to the extent allowed by law and applicable payment network rules.
4. **Refund Request Timeframes:** Unless a different timeframe is stated in this Policy, refund requests must be submitted in writing within seven (7) calendar days of the scheduled appointment date (for on-site services) or within seven (7) calendar days of the charge date (for non-appointment services). Requests submitted after the applicable window may be denied.

II. Cancellation and Rescheduling Policy

To maintain our 24/7 mobile availability and eliminate downtime for our clients, our technicians are dispatched according to a strict schedule.

1. **Advance Cancellation:** Appointments cancelled more than twenty-four (24) hours before the scheduled time may be eligible for a full refund, minus any applicable administrative fees.
2. **Late Cancellation:** Appointments cancelled with less than twenty-four (24) hours' notice will be subject to a cancellation fee of 50% of the service cost.
3. **No-Show / Technician On-Site:** If a technician arrives at the designated location and the testing party is not present, or if the appointment is cancelled upon arrival, no refund will be issued. The full service fee, including mileage, will be charged.

III. Mileage and Travel Fees

Mileage and travel fees are calculated based on the distance to the on-site location.

1. Travel fees are non-refundable once the technician has been dispatched to the client's location.
2. If an appointment is cancelled before dispatch, the travel fee may be refunded in accordance with Section II.

IV. Inconclusive Results

Vantage Verify adheres to strict federal DOT and industry-standard chain-of-custody protocols.

1. **Nature of Results:** A refund will not be issued based on the outcome of a test. This includes results that are "Inconclusive," "Dilute," "Invalid," or "Rejected" by the laboratory due to donor interference or biological factors.
2. **Shy Bladder/Inability to Provide Sample:** In the event of a "shy bladder" or the donor's inability to provide a sufficient specimen within the allotted timeframe, the service is considered rendered, and no refund will be provided. Subsequent testing will require a new appointment and fee.

V. Appointment Protocols: Testing Parties Only

To ensure the integrity of the collection process, maintain legal defensibility, and protect the privacy of all involved, the following protocol is strictly enforced:

1. **Authorized Presence:** Only the authorized technician and the individual(s) being tested (the "Testing Parties") are permitted in the immediate testing area during the appointment.
2. **Exclusions:** Family members, supervisors (unless required by specific DOT protocols), and other unauthorized third parties are prohibited from entering the testing zone.
3. **Refusal of Compliance:** Failure to adhere to this protocol may result in the immediate termination of the session. In such cases, the service will be billed in full, and no refund will be issued.

VI. Privacy and Confidentiality

Vantage Verify is committed to protecting the privacy of our clients and donors.

1. All personal information and test results are handled in compliance with applicable federal and local regulations.
2. Refund requests involving disputes over results must be submitted in writing. However, the release of detailed records is subject to our standard privacy protocols and may require specific legal authorization.

VII. Background Checks and Fingerprinting

1. **Background Checks:** Fees for background checks are non-refundable once the search has been initiated with the respective agencies or databases.

2. **Fingerprinting:** Fingerprinting fees are non-refundable once the impressions have been captured. If a print is rejected by a government agency due to poor ridge detail of the donor, a re-roll may be scheduled at a discounted rate, but no refund will be provided for the initial service.

VIII. Contact Information

For questions regarding this Policy or to submit a refund request, please contact our compliance department:

Vantage Verify Website: http://www.vantageverify.org Attn: Billing and Compliance Department