

REFUND POLICY

Products

(i.e. Corporate Records Kit, Minister License, Corporate Seal, etc)

StartCHURCH guarantees your satisfaction of all our products. We assure that all products arrive to you in acceptable, working order. If you have received a damaged item, we want to make it right. Please contact our customer support team at 678-534-8391 and we will be happy to assist you.

Cloud Software and Video Courses

When you purchase cloud software and video courses outside of the StartRIGHT Service Bundle, you cannot receive a refund after 30 days of purchase. This policy applies to all software suites, video courses, Kingdom Steward, StartCHURCH University and Church Halo products.

StartRIGHT Bundle

(Digital Software, Incorporation, and 501c3)

The StartRIGHT service is comprised of 2 phases: Phase 1 is the purchase and receipt of your cloud based (digital) software (Launch, Tax, Minutes and Policies Suites) and includes FREE clerical services to help with completing the documents your organization may need or want. The Launch Suite is nonrefundable after 3 days, the other suites are refundable if canceled within 21 days of purchase. Phase 2 is the completion of your 501c3 application and includes access to the Exemption Suite. \$500 of the Phase 2 process is nonrefundable after your first appointment with your Phase 2 specialist and is fully nonrefundable after completion of the application.

GetRIGHT Bundle

The GetRIGHT Bundle is comprised of two phases. Phase 1 is the purchase and receipt of your cloud based (digital) software (Update, Compliance and Minister's Suites) and includes FREE clerical services to help with completing the documents your organization may need or want. The Update Suite is nonrefundable after 3 days, the other suites are refundable if canceled within 21 days of purchase. Phase 2 includes the preparation of your federal exemption application. \$500 of the Phase 2 process is nonrefundable after your first appointment with your Phase 2 specialist and is fully nonrefundable after completion of the application.

REFUND POLICY

Bookkeeping

We strive to add value to your church and to empower you to succeed through our Bookkeeping service, that's why we do not charge a set-up fee. The first three months of service are nonrefundable, however, after the initial three-month commitment, you only pay for completed bookkeeping services. With a 30-day notice, you can cancel at any time and not incur extra fees.

*Please note, any payroll charges will be nonrefundable. This price comes directly from Quickbooks charges to StartCHURCH and may change depending on changes to information entered into your payroll account.

KeepRIGHT

This is a bundled service; your dedicated KeepRIGHT Specialist will complete the many varied forms, documents, letters, etc, that are required each year to keep you in compliance with the State. You may cancel this service within the first 30 days of purchase. The set-up fee is nonrefundable; should you decide to cancel after 30 days, then payment is due for the services we have completed and is non-refundable.

Other Services

If you are unhappy with any service you have received, please contact your account specialist at 678-534-8391; we will be happy to resolve your issue or refund your money in accordance with our policies. StartCHURCH will provide a full refund for unfinished work if the request is made within 12 months of the date of purchase. After 12 months, a credit will be applied to your account for all unfinished work; this credit can be applied to any other services and/or products or it can be transferred to another organization and does not expire.