

## Refund & Cancellation Policy

*New Planner Recruiting, LLC* enforces a no refund policy once we receive your candidate's e-signed consent form. This includes but is not limited to: mistakes or erroneous information provided by the user on the order form as submitted after the user has confirmed the information and acknowledged these terms, mistakes or erroneous information provided by the applicant in the consent form.

Once you place your order, administrative and credit card processing costs are incurred, and a partial refund of *seventy-five percent* will be refunded if your candidate does not consent to background check or register their account by the deadline provided. If you need to cancel your order and do so prior to us receiving your candidate's information, a partial refund of *seventy-five percent* will be refunded if request is received within twelve hours of order being received. [Click here](#) to contact us to cancel your order, be sure to include your order number in your request.

For criminal checks or social security traces the result "No records found" is considered a successful result and no refund will apply — in providing the report, we are certifying that this person has no criminal records in our database (for criminal reports) or cautioning at the lack of SSN records (for SSN traces).

Every search that is processed through our systems incurs fixed and variable costs for our organization. Whether the search results yield hundreds of offense records or details, or no results, orders are fulfilled using the same rigorous standards and processes. Due to the variations in coverage across state and county jurisdictions, *New Planner Recruiting, LLC* strongly encourages you to review the information applicable to your state before completing your order. *New Planner Recruiting* cannot be held responsible for records that are not included in our coverage.

If your candidate fails to complete the screenings within the timeframe provided, *New Planner Recruiting, LLC* at its discretion may allow your order credit to be transferred to another candidate. Please note: If prior candidate completed assessments you will be responsible for the additional costs incurred for the new screening candidate.