

NOTARY INT

Refund Policy

Effective Date: May 01, 2026

1. Our Commitment

At Notary Int, operated by North Avenue Cafe LLC, we stand behind the quality of our services. If you are not fully satisfied with a service you have received, we offer a 30-day money-back guarantee subject to the conditions outlined in this policy. Our goal is to resolve any concerns promptly and fairly.

2. 30-Day Money-Back Guarantee

Eligible clients may request a full refund within thirty (30) calendar days of the original payment date. To qualify, the following conditions must be met:

- The refund request is submitted within 30 calendar days of the date payment was received.
- The client provides a clear description of the issue or reason for dissatisfaction.
- The service in question has not been intentionally misused or submitted with fraudulent, inaccurate, or incomplete information.
- The request is submitted in good faith and is not part of a pattern of repeated refund requests.

Approved refunds will be issued to the original payment method within seven (7) to ten (10) business days of approval.

3. Services Eligible for Refund

The following services are eligible under our 30-day money-back guarantee:

- Standard notary public services where the notarization was not completed due to an error on our part
- Virtual and remote online notarization sessions that were not successfully completed due to a technical failure on our end
- Graphic design services where the final deliverable was not provided or did not materially match the agreed-upon scope
- SEO service packages where work was not initiated or delivered within the agreed timeframe
- Full package and administrative service arrangements where no services were rendered

4. Non-Refundable Situations

Refunds will not be issued in the following circumstances:

- A notarization was completed successfully and the document was delivered, but was subsequently rejected by a third party (such as a court, lender, or government agency) for reasons outside our control.
- The client provided incorrect, incomplete, or fraudulent information that prevented successful completion of the service.
- The client failed to appear for a scheduled remote notarization session without providing at least 24 hours advance notice.
- The service was completed in full and delivered as agreed, and the dissatisfaction is based solely on a change of mind after delivery.
- International online notarization fees where the session was completed but the document was not accepted by a foreign jurisdiction due to that jurisdiction's own laws or requirements.
- Any third-party fees, platform fees, or identity verification fees charged by external providers. These charges are outside our control and are non-refundable.

5. Partial Refunds

In cases where a service was partially completed or partially delivered, we may, at our sole discretion, offer a partial refund proportional to the portion of the service that was not rendered. Partial refunds are evaluated on a case-by-case basis and will be communicated to the client in writing.

6. How to Request a Refund

To submit a refund request, please contact us within the 30-day window using the information below. Include the following in your request:

- Your full name and contact information
- The date of the original transaction
- A description of the service purchased
- The reason for your refund request

We will acknowledge your request within two (2) business days and provide a determination within five (5) business days of receiving all necessary information. If additional details are needed to evaluate your request, we will reach out to you promptly.

7. Chargebacks and Disputes

We ask that clients contact us directly before initiating a chargeback or payment dispute with their bank or card issuer. In most cases, we can resolve the issue faster and more effectively through direct communication.

If a chargeback is filed without first contacting us, we reserve the right to contest the dispute and provide relevant documentation to the payment processor. Clients who file unjustified chargebacks may be denied future services.

8. Modifications to This Policy

We reserve the right to modify this Refund Policy at any time. Changes will be posted on the Site with a revised effective date. Any request submitted prior to a policy change will be evaluated under the policy in effect at the time of the original transaction.

9. Contact Us

To submit a refund request or if you have questions about this policy, please reach out to us at:

Notary Int

North Avenue Cafe LLC

7370 S Oriole Blvd

Delray Beach, FL 33446

Phone: (908) 661-8684

Email: support@notaryint.com

Website: notaryint.com