

What is the Cancellation, Return, & Refund Policy?

- If you are not satisfied with your purchase, please let us know! Our policy may include a refund – but some restrictions apply, so please review the terms below. Our policy is independent of any statutory rights that you may have under the law.
- If you cancel your offering and/or receive a refund, your account will be closed when the paid membership period ends.
- Please note that your cancellation and refund eligibility may differ when purchased from or billed through a third party (e.g. service provider, reseller, retailer, vendor, etc.).
- Don't hesitate to contact Customer Support for assistance, it is the fastest way to request cancellation and refund.

Cancelling Your Membership

- You may cancel your membership or automatic renewal by logging into your account, selecting **My Settings** then **Cancel My Enrollment** or by contacting customer Support.
- If you cancel your membership, it will not automatically renew and you may be eligible for a refund in accordance with the applicable section(s) below.

Membership Packages

- If you purchased a package, you may cancel one or the entire package at any time. Please contact customer support for assistance.
- You may also be eligible for a refund in accordance with the applicable section(s) below.
- Please note that your return and refund eligibility may be different when purchased from or billed through a third party (e.g. service, reseller, retailer, vendor, etc.)

Refunds: Monthly Memberships

- The purchase of a monthly membership is NOT eligible for a refund. If you cancel, the membership will not automatically renew next month but your protection will continue for the remaining days in your existing (already paid for) term.

Exceptions to the Cancellation & Return Policy

The following purchases may not be eligible under the Cancellation & Return Policy:

- Certain purchases completed by a third party (e.g., service provider, reseller, retailer, vendor, etc.)
- Repeat purchases of the same offering that was previously refunded.

Membership and Payment Terms

Identity Protection Services can only provide certain products and services to those individuals who are either U.S. or Canadian citizens or residents while other products and services may be available to residents of specific countries outside of North America as specifically made available on the Site. Depending upon the membership or other services you enroll in, register for, or otherwise sign up for or subscribe to use (collectively, "enroll"), we may permit you to be enrolled: (i) by telephone, (ii) at our Site, (iii) by some other method we expressly permit, or (iv) by a third party who is authorized to enroll you on your behalf (collectively, the "Enrollment Process"). If your membership is paid for by a third party, you will not be asked to provide payment information and you will not be charged for the membership program you enroll in. Otherwise, IdentityProtection-services.com will charge the membership fee and each renewal fee to your credit card or bank account, at the then prevailing rate and your membership will continue automatically. IdentityProtection-services.com will charge this membership fee to the credit card or bank account that was most recently used on the Site or otherwise provided at the time of registration. By submitting your credit card/debit card to us, you hereby agree that you authorize us to charge your card or your bank account, as applicable, at our convenience but in any event within thirty (30) days of initial credit card or bank account authorization and thereafter automatically within thirty (30) days after each renewal date. Should your credit card/debit card fail to authorize, you will be notified via email to the email address provided to us by you. The benefits of your membership (including, without limitation, online credit reports and monitoring alerts) may be suspended until payment is received.

Subscription Term & Termination

Except in the event of a trial offer, your subscription will commence as of the date your payment for a subscription is received by IdentityProtection-services.com. Your subscription will continue in full force for the length of the term you specifically purchased or on a month-to-month term until such time as you cancel the subscription as further explained below (the "Subscription Term"). IdentityProtection-services.com will have the right, upon written notice to you, to terminate this Agreement, and suspend your access to your subscription, if: (a) you fail to pay IdentityProtection-services.com any amount due to IdentityProtection-services.com under this Agreement; and/or (b) you materially breach any term or condition of this Agreement.

Get Assistance

Visit LockdownID or contacting support for help with online orders or to make changes to your membership.