
REFUND POLICY

1. Membership Fees

1.1 Ergonn, LLC offers membership plans for professional service providers on the Platform. The membership fees are non-refundable, except as expressly stated in this Refund Policy.

1.2 Free Trial Period: Registered professional service providers are eligible for a 7-day free trial period before they are required to pay the membership fees. During this free trial period, they have the option to cancel their membership without incurring any charges.

1.3 Cancellation and Refunds: Once the free trial period ends and the professional service provider registers and pays for the membership, the membership fees are non-refundable. No cancellation of membership will take place until the end of the current membership term.

1.4 Termination of Membership: At the end of the membership term, the professional service provider has the option to renew their membership or allow it to expire. If the professional service provider does not renew their membership, the cancellation will go into effect at the end of the current membership term.

1.5 Exceptions: In exceptional circumstances, Ergonn may consider refunding membership fees on a case-by-case basis. Such circumstances may include technical issues preventing the professional service provider from accessing the Platform or unforeseen events that significantly impact their ability to use the Platform effectively.

1.6 **Verification Process Impact:** In instances where technical issues attributed to Ergonn's infrastructure prevent a professional service provider from successfully completing the two-step verification process, leading to an inability to utilize the Platform, the provider may request a

review of their case. If Ergonn determines that platform malfunctions were at fault, a proportional refund of the membership fees may be issued for the time affected.

1.7 Pro-Rata Refunds: In the event that Ergonn discontinues a service or feature integral to the professional's membership due to reasons beyond typical business adjustments, members may be entitled to a pro-rata refund reflecting the unused portion of their membership, considering the diminished service value starting from the date of discontinuation.

2. Buyer Complaints and Disputes

2.1 For buyers who have a complaint about a service provided by a professional, they can submit a complaint through the "Contact Us" feature on the Platform.

2.2 Resolution Process:

- Upon receiving a buyer's complaint, Ergonn will review the details and may request additional information from the buyer and professional involved.
- Ergonn will strive to resolve the dispute by mediating between the buyer and the professional. However, Ergonn's role is limited to facilitating communication and providing a platform for service providers.
- Ergonn does not hold liability for the outcomes or results of the services provided by professionals.

2.3 Third-Party Insurance Coverage: Ergonn offers optional third-party insurance coverage that buyers can purchase to cover services in case of a dispute. Compensation or refunds for dissatisfied buyers may be provided through the terms and conditions of the third-party insurance. The eligibility criteria for compensation will be based on the purchase of the third-party insurance.

2.4 Verification-Related Service Issues: If a service dispute is directly linked to failed or incorrect two-step verification of a professional, leading to misrepresentation or inability to deliver promised services, Ergonn commits to a thorough investigation. Affected buyers may be eligible for refunds or service credits, contingent upon the investigation's findings and the nature of the misrepresentation or service failure.

2.5 Dispute Escalation Process: Should initial mediation between the buyer and professional not reach a satisfactory conclusion, the case may be escalated within Ergonn's resolution center for further review. This secondary review will consider all available evidence, including verification attempts and communications, to reach a fair resolution.

3. Refund Processing and Timeline

3.1 Refunds for membership fees or compensation through third-party insurance coverage will be processed in accordance with the terms and conditions of the specific insurance provider. Ergonn will facilitate the refund process and provide assistance where necessary.

3.2 Timeframes for refunds may vary depending on the policies of the third-party insurance provider and the specific circumstances of the dispute. Ergonn will make reasonable efforts to expedite the refund process.

3.3 Refund Procedures: Upon approval of a refund due to verification issues or other substantiated complaints, Ergonn will initiate the refund process. The timeline for refund issuance will be communicated to the affected party, typically within 10 to 14 business days, depending on the complexity of the case and banking processes involved. Users will be notified via email at each step of the refund process, from approval to processing and final issuance.

3.4 Adjustments for Processing Delays: In circumstances where there are delays in refund processing beyond Ergonn's control, such as banking holidays or system outages, Ergonn will

communicate these delays promptly to the user and provide updated timelines for refund completion.

4. Refund Denial

4.1 Refund requests may be denied under the following circumstances:

- Failure to comply with the terms and conditions of the third-party insurance coverage.
- Providing false or misleading information regarding the complaint or dispute.
- Attempting to abuse the refund process or engage in fraudulent activities.

4.2 Ergonn reserves the right to deny refund requests if they do not meet the criteria outlined in this Refund Policy or if there is evidence of misuse or violation of the Platform's Terms and Conditions.

4.3 **In-depth Investigation for Denial:** If a refund request related to verification or service dissatisfaction is denied, Ergonn will provide a detailed explanation, including evidence and reasoning behind the decision. Users will have the opportunity to respond or provide additional information for reconsideration within a specified timeframe, typically seven business days.

5. Modifications to the Refund Policy

5.1 Ergonn may modify or update this Refund Policy from time to time to reflect changes in business practices or legal requirements. The updated Refund Policy will be effective upon posting on the Platform. It is the responsibility of users to review the Refund Policy periodically.

5.2 By continuing to use the Platform after any modifications to the Refund Policy, users acknowledge and agree to the updated terms.

6. Non-Refundable Services and Products

6.1 Certain services or products offered on the Platform may be non-refundable. These include digital downloads, customized or personalized services, and perishable goods. The non-refundable status of such services or products will be clearly indicated at the point of purchase.

6.2 Exclusions and Clarifications: Services or products that are non-refundable due to their nature, such as digital downloads or personalized services, will be clearly labeled as such at the point of sale. In cases where a service becomes non-functional due to verification failures or platform issues, exceptions to this policy will be evaluated on a case-by-case basis.

7. Change of Mind

7.1 Refunds will not be provided for cases where the buyer simply changes their mind or no longer requires the services of a professional. It is the buyer's responsibility to carefully review the service details and make an informed decision before engaging with a professional.

8. Force Majeure

8.1 In the event of unforeseen circumstances or force majeure events that prevent the fulfillment of services by a professional, Ergonn will assess the situation on a case-by-case basis. Refunds or alternative arrangements may be offered, taking into consideration the nature of the force majeure event and the impact on service delivery.

8.2 Verification Delays: In events of force majeure that lead to delays or failures in completing the two-step verification process, Ergonn will communicate with affected users to provide updates and potential resolutions. Refund or compensation will depend on the specific circumstances and the overall impact on the user's ability to use the Platform.

9. Dispute Resolution

9.1 In the event of a dispute regarding refund eligibility or any other matter related to the Refund Policy, users are encouraged to first attempt to resolve the issue by contacting Ergonn's customer



ERGONN LLC
— LET A PRO DO IT FOR YOU —

support through the designated "Contact Us" feature. If the dispute remains unresolved, users may explore alternative dispute resolution methods, such as mediation or arbitration, as agreed upon by both parties.

9.2 Verification Disputes: If a dispute arises related to the verification process or its impact on Platform access or service delivery, users are encouraged to contact Ergonn's customer support for assistance. Ergonn is committed to fair and transparent resolution processes and will consider all relevant factors in dispute deliberations.