

Cancellation and Refund Policy

Welcome to RentCheck.ca, Rent Bureau of Canada Ltd. and/or its subsidiary Rent Check Credit Bureau Ltd. ("RentCheck") provide website features and other products and services to you when you visit or shop at RentCheckStore.com, use RentCheck products or services, use RentCheck applications for mobile, or use software provided by RentCheck in connection with any of the foregoing (collectively, "RentCheck Services"). RentCheck provides the RentCheck Services subject to the following conditions.

We offer a wide range of RentCheck Services, and additional terms and conditions apply for membership in the standard membership application for specific services as enclosed herein**.

When you use a RentCheck Service (for example, Rent Check Credit Report, Commercial Report, RentCheck Tenancy Report, Rent Check Rent Bureau Report, Rent Check Personal Reports or RentCheck applications for mobile) you also will be subject to the guidelines, terms and agreements applicable to that RentCheck Service ("Service Terms").

When you request a refund, your refund amount may differ based on your usage of Rent Check services, and if you requested and received the information on a bureau report ordered online. In this case no refunds are issued as the report product and ordering session was completed successfully.

How Refunds Are Issued

Instant refunds are issued if for any reason a Rent Check product or services was successfully ordered and purchased but not successfully delivered. Instant refunds are either refunded to your credit card or issued as a credit memo, depending on the account type.

Payment Method	Refund Method	Refund Time (After Report Is Received)
Credit Card	Instant Refund to Credit Card	Instant (See Note below)*
Credit Card	Credit Card	3-5 business days
Checking Account	Checking Account	Up to 10 business days
Checking Account	Credit Memo	3-5 business days

Refunds or Credit on Account: The type of refund or credit you receive depends on how your account was setup, current status and the payment method.

Contact us by email at service@rentcheck.ca or by phone at 416-365-7060 ext. 221 for assistance with this policy.

***Note:** Your refund request will be processed instantly. However, it may take 2-3 business days for it to display on your credit card statement.

****Refund, Cancellation and Payment provisions for Membership, Set-up and User fees**

1. Your registered membership or subscription can be canceled by clicking the 'Cancel' button during your completion of a RentCheck credit bureau registration and identity authentication application at anytime.

Once canceled, we will not charge your payment method on file again.

However, please note some charges already incurred may be non-refundable under the terms of your membership. You can still continue to use your membership until it expires.

a. **AFFILIATED TO A PARTICIPATING ASSOCIATION or BUSINESS GROUP**

- i. **FREE ANNUAL MEMBERSHIP** applies for a member of an organization that participates in Rent Check's Credit Bureau Group Plan.
- ii. **Plus, the Group Plan** offers members of an organization **MAJOR DISCOUNTS** when ordering Credit Reports and Tenancy Reports.

b. **NOT AFFILIATED TO A PARTICIPATING ASSOCIATION or BUSINESS GROUP**

- i. Member agrees to pay to Rent Check in advance, or on the date of this Membership Application, and thereafter on each anniversary of this Membership Application, **an annual Member fee of \$50.00 plus applicable taxes** (which annual Member fee may be adjusted by Rent Check from time to time and shall become effective immediately upon notice to Member). In addition to such annual Member fee, Member shall deposit with Rent Check the sum of **[n/a]** to secure payment of all future invoices. Such deposit is refundable upon termination of this Membership Agreement if all fees have been paid, or earlier at the discretion of Rent Check, or shall be applied to an unpaid balance arising at any time. There shall be no refunds or rebates of the annual Member fee payable under this Membership Agreement. All Member fees are compensation for supplying Services and carrying the Member's account.
- c. A **non-refundable One-time Account Set-up fee of \$19.95** for administration and processing this membership application will apply to Members who make payments by credit card, pre-authorized chequing, Internet banking or other electronic means.
- d. A **non-refundable One-time Account Set-up fee of \$39.95** for administration and processing this membership application will apply to Members who are invoiced on a monthly basis and pay by cheque.
- e. A **Re-activation fee of \$19.95** will apply to reinstate a Member who confirms in writing to be a member in good standing of **an association or business group** participating in Rent Check's Group Plan if Member does not use Rent Check's services within 12 months preceding the month of re-activation.
- f. Member agrees to pay Rent Check upon receipt of an invoice for the Services rendered during the previous thirty-day (30) period according to the **current Rent Check rate schedule(s) then in effect**. All payments shall be due immediately upon Member's receipt of an invoice. If credit card use is authorized charges to Member's credit card are transacted on the first day of the month following the month Services are rendered. Interest shall be payable on overdue amounts at the rate of 2% per month, or 24% per year. **If collection efforts are required, Member shall pay Rent Check an additional 25%-50% of the total amount due for all costs of collection, including all legal fees and disbursements.**
- g. To authorize Rent Check to transact unpaid invoices using the Members' credit card, electronic funds transfer from Member's bank account, or by any other means available to expedite overdue accounts.
- h. Rent Check shall provide to Member a schedule setting forth the fees payable for the Services. Rent Check reserves the right to amend the schedule of Services and fees from

time to time, and such changes shall become effective immediately upon notice to Member.

- i. Member is restricted from combining more than one Rent Check advertised promotional program.
- j. In the event a cheque payment for a product or service provided by Rent Check is declared NSF, a Rent Check administration charge of \$25.00 plus all bank charges will apply.

Member is obliged to give Rent Check a valid Credit Card at all times. In the event the Member's Credit Card is invalidated an administration charge of \$25.00 will apply.