De'More Tax Service LLC Refund Policy – Released June 1, 2024

All Tax Compliance Software orders are subject to the following De'More Tax Service LLC Refund Policy.

Refund Determination:

Refunds are granted at the sole discretion of De'More Tax Service LLC. Refund requests must be submitted in writing, certifying that:

- No copies of the software have been retained.
- No terms of the agreement have been violated.
- No confidential information has been disclosed.
- The software has not been activated.
- Use of any prior year software included with the package constitutes activated software.

Conditions for Refunds:

No refunds will be issued if the customer has accessed, activated, prepared, or filed any returns using the software, including any prior year software provided.

Refund Schedule:

- Refund requests submitted within 10 days from the date of purchase will receive a full refund.
- Refund requests submitted after 10 days from the date of purchase will incur a $150 administrative fee.

Annual Software Renewal Refunds:

Refund requests for annual software renewals will follow the same policy outlined above.

Mobile Add-ons Refunds:

Refund requests for mobile add-ons will follow the same policy outlined above.

Processing Time for Refunds:

De'More Tax Service LLC cannot control the time it takes for processing banks to issue refunds. Upon issuing a refund, you will receive an email confirmation. Please ensure you have access to your email.

How to Request a Refund:

Refund requests must be initiated by emailing contactdemoretaxservice@gmail.com.