

TRX Refund Policy

TRX Software reserves the right to refuse or cancel any membership of TRX. If TRX refuses a new or renewing membership you will be offered a refund that is subject to the TRX refund policy. Refunds will not be provided for any membership that has been renewed from a prior year membership. All new orders are subject to the following terms.

New memberships ordered before October 1

Cancellations received within **72 hours** of membership purchase will be offered a complete refund minus shipping and handling. Cancellations received within **30 days** of purchase will receive a full refund minus a **\$150 service fee** and any other applicable fees such as, but not limited to, shipping and handling, training fees, and any fees due to TRX.

New Memberships Ordered After October 1, but Before April 15th

Cancellations received within **72 hours** of membership purchase will be offered a complete refund minus shipping and handling. Cancellations received within **10 days** of purchase will receive a full refund minus a **\$150 service fee** and any other applicable fees such as, but not limited to, shipping and handling, training fees, and any fees due to TRX.

Restocking Fee After Software Ships

Refunds provided for orders that have shipped will be assessed a **\$50** restocking and handling fee. If the software has shipped you are required to return the software and any accompanying materials as requested by TRX before a refund will be processed. Shipping will be the responsibility of the customer. The member assumes all responsibility for damage to the software upon reship. If for any reason the software or accompanying materials are damaged, TRX reserves the right to assess the damage and take any applicable fees directly from the refund. No refunds will be provided for software that has been used to e-file.

Reshipping

Reshipping is the responsibility of the member. Software will be shipped to the address on file. To change your shipping address you must provide a written request for change of address. This request must be received not less than **30 days** prior to shipping. If for any reason your software needs to be reshipped you will be assessed a **\$50 fee**.

How to Obtain a Refund

To obtain a refund, you must mail (by U.S. postal service or national courier) a written request to:

**TRX Software Development, LLC
Attn: Karen Bills – Refund Request
906 Dashiell Street
Murfreesboro, TN 37129**

Requests for a refund need be prepared on a company letterhead and signed by the primary person on the membership account. The written request should also contain the company name, primary contact name, account number, address and any other relevant contact information, date of order, and reason for the refund request. All refund requests made within **72 hours** can be made by calling **1-855-880-1040** or by mail.
