

Refund Policy

6-Month Money-Back Guarantee

We proudly offer a performance-based 6-Month Money-Back Guarantee to ensure every client feels confident partnering with True Leads.

If, after completing your first six months of service:

You have not closed at least one transaction through the leads we provided; OR

We did not deliver at least 50% of the agreed lead volume promised under your selected plan;

You may qualify to request a full refund.

Refund Eligibility

- Before approving a refund request, our team carefully reviews account activity and campaign performance to ensure the policy remains fair and transparent for all parties.
- Completion of the full six-month service period.
- No closed transactions were generated through True Leads.
- True Leads failed to deliver at least 50% of the agreed lead volume.
- No pending negotiations, escrow, contracts, or active opportunities remain in progress.
- The client reasonably followed up with the provided leads during the campaign period.
- The refund request is submitted within a reasonable timeframe following review.

- Pending Opportunities & Refund Hold
- If any lead or transaction opportunity remains active during the refund review process, the refund may be temporarily placed on hold until the outcome of those opportunities is confirmed.
- Once verification is completed, the refund will be processed accordingly.
- Applies To All Plans
- This refund policy applies to all True Leads plans and service packages unless otherwise stated in writing.
- Additional Terms
- Failure to engage or follow up with provided leads.
- Misuse or abuse of True Leads services.
- Providing inaccurate or misleading information.
- Violation of our Terms of Service.
- This policy exists to maintain fairness, transparency, and accountability while ensuring every client receives the maximum value from our services.