

TruckerSAP.com Refund Policy

At TruckerSAP.com, we are committed to providing high-quality services to our clients. Our refund policy is designed to be fair and transparent, as outlined below:

Eligibility for Refunds

Prior to Initial Assessment:

If a refund is requested before the scheduled time of the initial assessment with a Substance Abuse Professional (SAP), a refund of 75% of the total amount paid will be issued.

After Initial Assessment:

No refunds will be issued once the scheduled time for the initial assessment has passed, regardless of whether the client attended the assessment.

Non-Refundable Fees:

The 25% retained from the initial payment covers non-refundable administrative and preparatory costs.

How to Request a Refund

To request a refund:

Submit a written request to info@TruckerSAP.com, including your name, payment details, and the reason for the refund.

All refund requests must be made in writing.

Processing Time:

Approved refunds will be processed within 10 business days and issued to the original method of payment.

Additional Terms:

- Refunds are only available to the original purchaser of the service.
- No refunds will be granted for delays or disruptions caused by circumstances beyond our control, to include but not limited to; client non-responsiveness or failure to complete required steps.
- By purchasing our services, you agree to the terms of this refund policy.

For any questions or concerns, please contact us at info@TruckerSAP.com.