

ShieldPro Home Warranty Refund Policy

At ShieldPro Home Warranty, we are committed to providing our customers with the best service and support for their home warranty needs. We understand that sometimes circumstances change, and our refund policy is designed to accommodate various situations. Please read the following refund policy carefully to understand how refunds are processed:

1. Cancellation Within One Week of Enrollment:

If you decide to cancel your ShieldPro Home Warranty service within one week from the date of enrollment, you are entitled to a full refund of the amount paid. This refund is applicable for any reason, and we will process it promptly upon receiving your cancellation request. To request a refund, please contact our customer service team via phone within the first seven days of your enrollment.

2. Cancellation After One Week of Enrollment:

If you choose to cancel your ShieldPro Home Warranty service after the initial one-week period following enrollment, you will not be charged for any future service fees. However, please note that in such cases, we will not issue a refund for the amount already paid for the service.

How to Request a Refund or Cancellation:

To request a refund or initiate the cancellation process, please follow these steps:

Contact our customer service team via phone.

Provide your enrollment details, including your name and enrollment date.

Specify the reason for your cancellation, if applicable.

Our customer service representatives will guide you through the cancellation process and, if eligible, the refund procedure.

Refund Processing Time:

Refunds for cancellations within one week of enrollment will be processed promptly, typically within 7-14 business days, using the original payment method. Please note that it may take additional time for the refunded amount to appear in your account, depending on your financial institution.