

## **Guarantee of refund for failed recovery services**

Trust Wallet Recovery, hereinafter referred to as the 'Recovery Service Provider,' is committed to providing exceptional recovery services to our valued clients. We understand the importance of trust and transparency in the recovery process, and we are confident in our abilities to assist you. In line with our commitment, we offer the following guarantee:

- If the Recovery Service Provider fails to locate and recover your funds within a period of fourteen (14) calendar days from the initiation of our services, we will refund the prepaid amount of \$350 CAD in full.
- 2. The refund will be processed within two (2) business days of the failure to recover the funds. The refund will be issued using the same method of payment used for the initial prepayment.
- 3. The client must provide clear and accurate information regarding the scam and the funds in question in order to initiate the recovery process. Failure to provide truthful and complete information may result in the nullification of this guarantee.
- 4. This guarantee is subject to the laws and regulations of Canada, including the Consumer Protection Act and the Competition Act.
- 5. The guarantee is applicable only to the specific case and funds detailed in the agreement between the client and the Recovery Service Provider. It does not extend to any future or unrelated cases.
- 6. The guarantee is void if the client engages in any form of fraudulent activity, misrepresentation, or interference with the recovery process.
- 7. The client must notify the Recovery Service Provider in writing within thirty (30) days of the unsuccessful recovery attempt to claim the refund. Failure to do so within the specified timeframe will render the guarantee null and void.
- 8. The guarantee covers the prepaid amount only and does not include any additional fees or expenses incurred during the recovery process.
- 9. The Recovery Service Provider reserves the right to verify the authenticity of the client's claim and may request additional information or documentation to support the refund request.
- 10. This guarantee is non-transferable and applies only to the original client who entered into the agreement with the Recovery Service Provider.

By signing below, the client acknowledges that they have read, understood, and agreed to the terms and conditions of this guarantee. The client further understands that the refund under this guarantee is the sole and exclusive remedy in the event of failed recovery services.

