

PupPass Payment & Refund Policy

PUP PASS LLC d/b/a PupPass | Effective September 22, 2026 | puppass.app

This Policy explains payment terms, the PupPass money-back qualification guarantee, cancellations, refunds, and payment disputes.

1. Scope and Price

This Payment & Refund Policy applies to purchases of the PupPass ESA Evaluation and related administrative services. The current service price is **\$149.00 USD, paid in full**, unless a different price is clearly displayed and agreed to at checkout.

The evaluation fee purchases an evaluation by an independently licensed professional together with PupPass administrative services. **It does not purchase or guarantee an ESA letter, diagnosis, accommodation approval, or any particular clinical outcome.**

2. Payment Authorization

Payment is generally required before the evaluation process begins. By submitting payment, the customer represents that he or she is authorized to use the selected payment method and authorizes the applicable charge. Payments may be processed by a third-party payment processor.

PupPass does not presently offer installment or recurring billing for the ESA Evaluation unless a different arrangement is expressly presented and accepted at checkout.

3. 100% Money-Back Qualification Guarantee

If a customer completes the scheduled evaluation in good faith and the evaluating professional determines that ESA documentation is not clinically appropriate or the customer does not qualify for an ESA letter, PupPass will provide a **100% refund of the amount paid for the PupPass ESA Evaluation**, subject to the exclusions below.

This guarantee concerns the result of the professional evaluation only. It does not guarantee approval by a landlord or other third party and does not permit PupPass to influence, direct, or override the professional's independent clinical judgment.

4. Guarantee Requirements and Exclusions

To qualify for the guarantee, the customer must complete the evaluation personally, participate in good faith, and provide truthful information.

The guarantee may be denied to the extent permitted by law where the customer engages in fraud, impersonation, intentional material misrepresentation, abuse of the process, intentional interference with the evaluation, unauthorized chargeback activity, or other conduct designed to improperly obtain a refund or documentation.

A customer who receives an ESA letter or other qualifying documentation following the completed evaluation is not entitled to a refund merely because a landlord, property manager, housing provider, or other third party later declines, questions, delays, or requests additional information concerning an accommodation.

5. PupPass Cancellation or Inability to Provide Service

If PupPass is unable to connect the customer with an appropriate professional or PupPass cancels the service and cannot reasonably provide or reschedule it, PupPass will provide an appropriate refund of amounts paid for the unprovided service.

6. Customer Cancellation and Missed Appointments

Cancellation requests made before an evaluation begins may be reviewed based on the status of the service, scheduling commitments, and applicable law. If the customer misses an appointment, fails to respond to reasonable scheduling attempts, or abandons the process, PupPass may offer reasonable rescheduling before determining whether a refund is appropriate.

Nothing in this Policy eliminates any cancellation or refund right that cannot legally be waived.

7. Refund Processing

Approved refunds will be issued to the original payment method when reasonably possible. Processing times after PupPass issues a refund are controlled in part by the payment processor and the customer's financial institution. PupPass may request information reasonably necessary to identify the transaction and prevent fraud.

8. Chargebacks and Payment Disputes

Customers are encouraged to contact PupPass first regarding billing or refund concerns so that the issue can be reviewed promptly. Nothing in this Policy prevents a customer from exercising lawful rights with a card issuer, bank, regulator, or other authority.

Fraudulent, knowingly false, or abusive payment disputes may result in suspension of future service and may be contested using transaction and service records.

9. No Automatic Renewal

The PupPass ESA Evaluation is currently sold as a one-time purchase and does not automatically renew. If PupPass introduces a subscription, membership, or automatically renewing service in the future, the applicable terms, price, renewal conditions, cancellation method, and notices will be separately disclosed as required by applicable law before enrollment.

10. Changes to Policy

Changes to this Policy apply prospectively unless applicable law requires otherwise. The version presented or incorporated at the time of purchase will govern that transaction to the extent required by law.

11. Contact

For payment, cancellation, or refund questions, contact admin@puppass.app.

Contact: admin@puppass.app