

Fulfillment Policy

At Origin, we prioritize transparency and customer satisfaction. Our fulfillment policy is crafted to provide clear guidance on refunds and cancellations, aligning with card network standards and e-commerce best practices to minimize confusion and disputes.

Free Trial Policy

We offer a **free trial** for both our monthly and annual subscription plans. During this time, you can explore all of our features and services without any commitment. After the trial period, if you choose to continue with your subscription, the subscription fee is non-refundable. The free trial is designed to provide ample time to evaluate if Origin is the right fit for your needs.

Cancellation Policy

Subscription Cancellation

- Subscribers may cancel their monthly or annual subscriptions at any time.
- Cancellation will take effect at the end of the current billing cycle, and no further charges will be incurred.

Processing Cancellations

- To cancel a subscription, customers must do so via their account settings or by contacting customer support at least 48 hours before the renewal date.
- No partial refunds will be given for the unused portion of the current billing cycle.

Refund Policy

Eligibility for Refunds

- Refunds for one-time purchases, like estate planning products or sessions with financial planners, are available if requested within 14 days of purchase, provided the service has not been utilized.
- Services must not have been consumed or accessed to be eligible for a refund.
- Refunds may be granted if a technical issue prevents users from accessing the platform and remains unresolved for a reasonable period, in the Company's sole discretion.

Processing Refunds

- Eligible refund requests will be processed within 5 business days.

- Refunds will be credited to the original payment method or as account credit, as per the customer's preference.

Exceptions

- Services already rendered are non-refundable.
- Special promotional offerings may have specific refund terms, which will be communicated at the time of purchase.

For any inquiries or assistance with refunds or cancellations, please reach out to our customer support team at hereforyou@useorigin.com. We're here to help ensure your satisfaction with our product and services.