



DIMINISHED VALUE

OF GEORGIA

Refund Policy

Effective 01/01/2022

APPRAISAL SERVICES ARE NON-REFUNDABLE

Diminished Value of Georgia follows strict customer satisfaction guidelines, if you're not satisfied with our service please let us know so we can address your concern, however, appraisal services are not refundable.

An appraisal is inherently the opinion of the appraiser rendering it, and since you're paying for an opinion, you may or may not be content with the result and that is why we offer a claim review before you order any services.

These are additional reasons why we cannot offer a refund:

- Your vehicle had prior accidents or damage undisclosed to us
- Your claim goes to trial and you request our expert testimony
- You're an attorney representing a client
- You were reimbursed for the appraisal cost by the carrier
- You signed a release of liability before hiring us and this was not disclosed to us
- Your settlement is less than our appraisal amount
- You did not follow the demand letter instructions or follow up suggestions
- You don't send the appraisal to the insurer
- You edit or modify our appraisal in any way
- You cancel an inspection request without giving us 72 hours to place the assignment with an inspector

With that said, we will offer refunds for the following reasons:

- You don't receive our appraisal report within 7 business days of payment
- The appraisal you received from us is for the wrong vehicle
- Conflicts of interest

We look forward to helping you Settle for More!

<https://diminishedvalueofgeorgia.com>
