



Cancellation, Return, & Refund Policy

- If for some reason you are not satisfied with your membership, please let us know by calling, writing or emailing us. Our policy may include a refund – however some restrictions may apply, so please review the terms below. Our policy is independent of any statutory rights that you may have under the law.
- If you cancel your Protect Now ID and Credit services and/or receive a refund, your Protect Now ID Credit account will be closed when the paid membership period ends.
- If you cancel your Protect Now ID and Credit and/or receive a refund, you agree to uninstall and delete all copies of the software from your device(s). Also, the license may, in our sole discretion, be disabled to prevent further use.
- Please note that your cancellation and refund eligibility may differ when purchased from or billed through a third party (e.g. reseller, employer, etc.). Review your offer terms for more information.

Feel free to contact Protect Now Member Services & Support for assistance.

Cancelling Your Membership

- You may cancel your membership or automatic renewal by submitting a request [here](#), or contacting Member Services & Support at: 1-833-776-8669.

- If you cancel your membership, it will not automatically renew and you may be eligible for a refund in accordance with the applicable section(s) below.
- If you purchased Protect Now ID and Credit, you may cancel the entire package at any time. Please call Member Services & Support at: 1-833-776-8669 for assistance.
- - You may also be eligible for a refund in accordance with the applicable section(s) below.
- Please note that your return and refund eligibility may be different when purchased from or billed through a third party (e.g. reseller, employer, etc.). Review your offer terms for more information.

Refunds: Annual and Monthly Memberships

- Annual Protect Now ID and Credit Memberships (pre-paid one-year term or more):
 - - Each annual renewal of a Protect Now ID and Credit membership thereafter is also eligible for a refund of the annual renewal price, if your request is made within 60-days of being charged (i.e. of your renewal billing date). The refund is limited to the fees paid for the then-current membership term.
- Monthly Protect Now ID and Credit Memberships (month to month renewals):
 - - The purchase of a monthly membership is NOT eligible for a refund. If you cancel, the membership will not automatically renew next month but your protection will continue for the remaining days in your existing (already paid for) term.

Don't hesitate to contact Protect Now ID and Credit Member Services & Support for assistance.