

In plain language

Report an unusable review within 14 days of delivery.

We fix that review within 3 business days or refund it.

A fix does not use one of your reruns.

A gap in your own records is not a refund ground.

Card and invoice orders follow the same correction rule.

Refunds and Billing Policy

Version 2026-09-30.4 · Effective 2026-09-30.4

Scope: Pricing, capacity, reruns, corrections, refunds, disputes, and billing for enabled Buyer Review Pack offers.

Policy contact: billing@attestlayer.com

Related:

Terms of Service

· Support and Service Availability Policy

1. Scope

Services AttestLayer is the registered business name of Rabie-Abdollah Macbahi, a sole proprietor registered in Québec (NEQ 2282022963), 360 Saint-Jacques Street, Suite G101, Montréal, QC H2Y 1P5.

This policy applies to eligible Integrity Check, Buyer Review Essentials, Full Buyer Review Pack, Three-Pack, and Five-Pack purchases. Orders bought under a retired offer keep

the terms accepted at purchase.

2. Prices, capacity, and currency

Fit Check selects the appropriate scope. The current catalog, excluding applicable taxes, is shown below. Integrity Check, Essentials, Full, Three-Pack, and Five-Pack are paid by card or invoice and start when payment clears. New single reviews are valid for 90 days. New Three-Pack and Five-Pack orders are valid for 12 months.

Swipe or use arrow keys to view all columns

Offer	Price	Review slots	Reruns	Order window
Integrity Check	US\$1,950 1		0 per review	90 days
Buyer Review Essentials	US\$2,950 1		0 per review	90 days
Full Buyer Review Pack	US\$5,950 1		2 per review	90 days
Three-Pack	US\$15,9503		2 per review	365 days
Five-Pack	US\$24,9505		2 per review	365 days
Verified Evidence Package	US\$1,450 1		2 rebuilds	Not currently offered.
Readiness Check	US\$1,450	1 run, plus 1 rerun within 14 days		Not currently offered.

Prices are in United States dollars. Capacity packs are one-time volume purchases, not subscriptions or faster-processing tiers. Essentials and Integrity Check can add 2 reruns for US\$450 at checkout.

A delivered Verified Evidence Package is usable when it contains every file you uploaded, unchanged, with a manifest, receipt and checksums that verify online and offline. The content of the files is yours and is not a ground for refund.

A delivered Readiness Check is usable when it covers all 60 questions with a status for each, cites a location for every answer marked as supported, and lists your records with their detected status. A low coverage result is not a ground for refund.

The founding-customer price applies to the first ten Full Buyer Review Pack orders paid while the offer is shown on the site. The number remaining is shown live. The price is reserved for 30 minutes on a card checkout and 7 days on an invoice; an invoice unpaid after 7 days is cancelled and a new one may be issued at the regular price. It cannot be combined with the Readiness credit.

3. Card payment

An eligible card order activates only after Stripe confirms a completed successful payment and AttestLayer confirms the order. Stripe handles full payment-card details; AttestLayer retains only the limited payment and reconciliation metadata needed for the transaction.

4. Invoice and PO payment

An invoice or optional PO/reference does not create service access by itself. An eligible invoice order activates only after cleared payment.

5. Review-capacity accounting

The first successfully generated package for a separate eligible client request consumes one review slot. If generation status is unknown after a timeout, Package History is reconciled before retry so one request cannot consume capacity twice. A confirmed failed generation does not consume a slot.

6. Platform-failure protection

If AttestLayer confirms request fit and cannot produce the agreed automated output solely because of an AttestLayer processing failure, AttestLayer refunds the affected order to the original payment method. A confirmed failed generation must not consume review capacity. A status-unknown timeout is investigated and reconciled before it is classified as completed or failed.

To request a refund review, email billing@attestlayer.com within 30 calendar days of the affected delivery, include the order number and request reference, and describe the processing failure.

Confirmed platform-generated inaccuracies

A platform defect is an inaccurate or unsupported statement, incorrect source locator, or inconsistent exported file that AttestLayer confirms was generated by the Service from the accepted request and source set. It is separate from a customer changing the request, source records, client, or desired answer after generation.

Report the issue to support@attestlayer.com within 14 days of delivery. Include the order number, request reference, requirement ID, affected file, and the suspected source passage. AttestLayer corrects that review within 3 business days or refunds that review.

If AttestLayer confirms a platform defect, investigation and a corrected replacement do not consume a customer rerun or another review slot. The original signed ZIP remains immutable. Any replacement is issued as a separately identified version with its own manifest, receipt, decision history, and correction reference. If AttestLayer cannot provide a corrected agreed output, the affected order is eligible for the platform-failure refund described above.

Usable output

A delivered in-scope review is usable when every in-scope requirement is accounted for, every supported factual answer is tied to an exact source passage, and confirmation and gap items are explicitly labelled. This is not a measured delivery-time promise, a file-format guarantee, or a promise that a client will accept the package.

The same 14-day report and the same outcome apply: AttestLayer corrects that review within 3 business days or refunds that review. For a pack, AttestLayer corrects or refunds the failed review. If the first review cannot be corrected, the client may cancel and receive a refund for unused capacity.

The upgrade credit and launch bonus are defined in section 10.

Where a pack has unused review slots and AttestLayer permanently discontinues the Service before the order window ends, any refund is prorated by the frozen per-slot

purchase allocation. Ordinary unused slots are not refundable and expire with the order.

Duplicate payments for the same frozen purchase intent are reconciled and the duplicate amount is returned to its original payment method. Taxes are refunded only to the extent Stripe and applicable tax rules permit or require. An unpaid invoice may be cancelled before payment without creating purchased access.

7. No refund for matters outside Platform control

A refund is not due merely because:

- the customer decides not to use the Service, purchased capacity, or output;
- capacity expires unused;
- the client request changes after purchase or after a Fit Check;
- a client declines the final response;
- submitted records are incomplete, not available, altered, unsupported, or outside the fixed scope;
- the customer does not upload records, does not complete a request, or does not review the output;
- the customer needs an audit, certification, legal opinion, penetration test, custom integration, unsupported requirement volume, or human consulting;
- the customer violates the Terms of Service or Acceptable Use Policy.

8. Output access

You can open and download your generated packages in the Client Console until the later of (a) the end of your order window in section 2, or (b) 30 days after your most recent finalized package. We email you a reminder 7 days before access ends.

Download your finalized packages before then.

9. Same-request re-runs

Full, Three-Pack, and Five-Pack review slots permit two same-request reruns during the purchased order window. Buyer Review Essentials and Integrity Check include no customer-initiated reruns. Permitted same-request reruns may use revised or additional authorized records for the same client request. A materially new job — a different questionnaire, client organization, or request reference — requires another review slot. A confirmed platform defect follows the correction process in section 6 instead.

10. Upgrade credit and launch bonus

Pack upgrade credit. A customer who has paid for a single Full Buyer Review Pack may, within 30 days of that order's first finalized package, order a Three-Pack or Five-Pack and receive a credit equal to the pre-tax amount paid for the Full order. Essentials, Integrity Check, Full 150, and Full 300 are not eligible. The credit cannot be combined with any other reduction and is cancelled if the original order is refunded.

Launch bonus. A Three-Pack or Five-Pack bought on or before 29 December 2026 includes one extra Full review, limited to the first 20 paid pack orders. The extra slot is added automatically and shows in the Client Console.

11. Chargebacks and disputes

Before initiating a card dispute, contact billing@attestlayer.com with the order number and issue. AttestLayer may suspend access to the affected order while a payment dispute is pending.

12. Mandatory rights

Nothing in this policy limits rights that cannot be limited under applicable law.

 [Talk to a human](#)

