



General conditions for credit requests

At XpertSource, we offer credits instead of refunds.

We trust our partners and feel that their actions are based on good faith and honesty. We believe in their professionalism and know that everyone is aware of the importance of receiving the leads with a positive mindset, while remaining conscious that a lead does not necessarily mean a winning referral.

Our team likes to express things clearly, so we work hard to guarantee that projects are relevant and adequately qualified. However, we must reiterate that on average, 1 out of every 5 leads creates income. Does this mean that you are meant to receive a credit every time a lead does not work out? No, and we strive to examine each credit request on a case by case basis to assess the validity of the procedure. XpertSource.com reserves the right to make decisions (on a case by case basis) as we are made aware of the elements for each case.

We work alongside our experts to make sure they understand that we qualify the projects with a detailed questionnaire which includes information that is meant to define the relevancy and solvency of any upcoming projects. This does not include a credit investigation for our clients. Note that this process is based on the good will and good faith of the person.

At XpertSource.com we love work that is well done! Before you send in a credit request, make sure you have completed the steps below:

- Having allowed at least 7 days between the moment when you bought the lead and the date of the credit request completed through the form that is found in your expert dashboard.
- Having tried to reach the client:
 - 4 or more times by phone including 2 voice messages
 - 2 emails (with proof to be added as an attachment with your request)

We are not big fans of endless delays, which is why we will not treat any credit requests regarding leads bought more than one month before the request. In other words, you have one month to contact us.

To help you understand, here are a few examples of what can or cannot be done, and what constitutes a factor of approval or refusal.

Typical example of a credit request that is refused:

- 1- I called the client and even met them, but this did not produce any results.
- 2- I got the information, paid more than \$100 and the client told me that the project is being postponed for 3 months (try again at that moment!)
- 3- I bought the lead yesterday and after a call with no answer, I still have not gotten a response from the client.
- 4- I am a real estate agent and I find it unacceptable that the potential client is getting two other expert referrals.

Typical example of requests that are approved:

- 1- I bought the lead, contacted the client in their preferred hours, left them a voice message with my contact information. I sent them an email 24H later and tried to contact them 3 other times in the days that followed without any returns. My account manager at XpertSource.com confirms that the client is unreachable.
- 2- The person clearly gave out wrong information: email and phone number that are not working, making them completely unreachable.
- 3- The project has changed and suddenly, the person does not want to sell their 1.2-million-dollar home even though they openly stated that they wanted to launch this process.
- 4- The person lacked transparency regarding their financial situation, their credit history, their financial input, and their family situation, making their project impossible.

XpertSource.com is committed to offering a credit for the sum you have paid when the client in question has already signed a contract with another expert.

One last reminder: before you contact your account manager, please fill out the form that is available online and allow us the time to examine your request within 5 business days. If you do not get a response on our part, get in touch with your account manager whose contact information is shown on your expert dashboard!