

APPOINTMENT POLICY  
Appointment Cancellations and Refunds

Last modification: August 29, 2020. Policies and/or procedures subject to change without notice.

\*Appointment Cancellations and Refund\*

We understand that unanticipated events will happen in everyone's life. Therefore, it is our desire to be effective and fair to all clients.

Please read our Appointment Cancellation Policy thoroughly before scheduling your appointment. As an appointment-based service, OPA Technicians rely on maintaining an accurate appointment schedule to ensure the best service for all our clients.

By making an appointment with OPA, you acknowledge your agreement to our cancellation and no-show policies.

OPA maintains a record of all payment methods used during checkout at any of our locations and online appointment scheduling. You agree that OPA may, at its discretion, charge such payment methods, without notice, to cover accrued cancellation or no-show fees.

As a courtesy to clients, OPA may issue reminder calls, texts, and emails. The failure to contact a client before an appointment will not negate any cancellation and no-show fees as a result of a client missing an appointment.

\*1.0 Appointment Cancellation\*

1.1: You may cancel your appointment up to ten (10) business days before the scheduled date and request to receive a refund. There's a cancellation fee of 50% for each appointment.

1.1.2: If cancellation is made less than ten (10) business days before the appointment date you will receive an E-Credit to reschedule later. There will be no refund. All E-Credits are non-transferable.

1.2: Eligible Cancellations: Approved refund request will be issued to the same credit card initially used. Allow thirty (30) days for a refund submission.

1.3: Eligible Rescheduling: You have one reschedule allowed. For any additionally approved rescheduling, there will be a \$47.00 service charge. The rescheduled appointment date must be within six (6) months (calendar months) from the time of the original purchase.

1.4: Cancellation requests: Request made less than (2) business days of appointment will not receive a refund nor a reschedule.

1.5: Change Requests: If you need to make a change to your appointment on the day of the service, such as moving the appointment time, there will be a \$47.00 service charge due to limited availability.

1.6: Please be advised, any service requested in error by the client or in the event the client decides they no longer need the service "For Any Reason" will not be eligible for a refund of any kind. "No Exceptions"

All cancellation requests for applicable refunds/reschedules MUST be sent immediately via email to [info@OnPointeAlliance.com](mailto:info@OnPointeAlliance.com). Canceling online yourself does not refund any amounts or provide applicable credits.

## \*2.0 Live Scan Services/ Hard Card Scanning Services

2.1: OPA is not responsible for any wrong information submitted to OPA by the registrant for any LiveScan/Hard Card Scanning services whatsoever. All fees in such an event are non- refundable. Standard fees will apply for all resubmissions.

2.2: OPA is not responsible for rejected fingerprints, for any reason, including poor quality Ink Cards completed by technicians not associated with OPA and submitted by the registrant for any Live Scan Hard Card scanning services whatsoever. All fees in such an event are non- refundable. Standard fees will apply for all resubmissions.

2.3: OPA is not responsible for any lost, stolen, or damaged shipped required documents without proof of delivery to our centers. It is recommended that all required documents are shipped through certified mail by the registrant to obtain a tracking number. Tracking numbers are required to be shared with OPA in such an event for quality assurance purposes.

2.4: OPA accepts packages during the business hours of Monday - Friday (9 am-5 pm) CST. Any deliveries made outside of set business hours are subject to be rescheduled for a later date and time by the carrier. In such an event, OPA will not be held responsible in any way whatsoever.

### \*3.0 Refund Request\*

3.1: Refund request will require proof of payment with a valid receipt. We may be able to locate and reprint your receipt for you. If we cannot find your payment receipt, and if approved, a refund will be credited as an OPA E-Credit.

3.2: E-Credit is:

- Valid for one-time use.
- Not redeemable for cash.
- Non-transferable and resale is prohibited.
- If a voucher is lost, stolen, destroyed, or used without permission, a replacement will not be provided in these circumstances.
- Please contact our office when it is time to reschedule

3.3: If eligible for a refund, please submit a written request to:

Email: [Info@OnPointeAlliance.com](mailto:Info@OnPointeAlliance.com)

OR

Mail: OnPointe Alliance  
8951 Cypress Waters Blvd Ste. 160  
Coppell, TX. 75019

Please include the following information as part of the refund request:

- Your name, phone number, complete address, and email
- Appointment date and time
- Payment date, the amount, and method of the payment (i.e., credit card, money order, cash)
- If applicable:
  - Credit card payment transaction number
  - Reason for the refund request

### **\*3.4 Standard Refund Turnaround Time\***

3.4.1: Our standard turnaround time to process a refund and approved is thirty (30) days from the date your refund request is received.

3.4.2: Approved refunds will be issued in the original form of payment (i.e., if payment made with a credit card, OPA will issue a credit only to the same credit card)

### **\*4.0 No-Shows\***

4.1: Anyone who either forgets or consciously chooses to forgo their appointment for whatever reason will be considered a "no-show." A no-show appointment will not be eligible for a refund, credit nor a reschedule.

### **\*5.0 Late Arrivals\***

Note: If running late for the appointment, please call our office so that we can review the schedule and see if there is still time that day or reschedule for another day.

5.1: Arriving at a scheduled appointment more than 10 minutes late without prior notice and approval, we will consider this a "no-show" and forfeit of payment. A missed appointment will not be eligible for a refund, credit nor a reschedule.

5.2: In some instances, and when our schedule allows, we may be able to accommodate a same day reschedule. There will be a \$47.00 rescheduling fee. The rescheduling fee must be paid immediately to reserve your new time.

5.2.1: The rescheduled appointment date must be within six (6) months (calendar months) from the time of the original purchase.

## \*6.0 Unable to Be Fingerprinted\*

Note: You are required to provide proper documentation to be fingerprinted.

An Acceptable Form of Identification for Notarial Services and Fingerprinting:

- A valid Driver's licenses, U.S. Passport, Concealed handgun license, or Non-Driver Identification issued by any U.S. Federal or State government agency
- Cards issued by the U.S Citizenship and Immigration Services (Green Card") with signature and photo
- U.S. Military Identification cards with signature and photo of the applicant
- Inmate Identification cards issued in Federal and State Prisons  
(to identify inmates who are currently in custody)
- Identity cards issued by Federally recognized Indian tribes

6.1: An applicant is considered "Unable to be Fingerprinted" for any of the following reasons:

- Failure to appear for a scheduled appointment.
- Inability to present proper identification.
- Failure to present (provide) the requested information for LiveScan submission.
- The submitted information does not precisely match the information provided during the scheduling process.

6.2: Applicants unable to be fingerprinted may be allowed to reschedule and will be required to pay the \$47 rescheduling fee.

6.2.1: The rescheduled appointment date must be within six (6) months (calendar months) from the time of the original purchase. There will be no refunds.

#### **\*7.0 Weather\***

7.1: For weather cancellations, you will receive an email or text message to let you know your options. OPA has the ultimate decision on if the appointment needs to be rescheduled due to weather conditions.

7.2: If the appointment is canceled due to weather, you will receive a notification with options. Your options may include a list of dates and locations that are available to reschedule your appointment.

7.2.1: The rescheduled appointment date must be within six (6) months (calendar months) from the time of the original purchase.

7.3: Rescheduling due to weather conditions will not require a \$47 rescheduling fee. However, there will be no refunds.

#### **\*8.0 Limitation on Liability\***

8.1: If OPA cannot perform requested services due to fire or other casualties, strike, an act of God, or other cause beyond the control of the parties, or due to OPA staff's illness or emergency, then OPA shall return the fee to the applicant but shall have no further liability with respect to the requested services.

8.2: This limitation on liability shall also apply if any of the customers' materials damaged in processing, lost through the LiveScan equipment, software, camera, or other media malfunction, lost in the mail, or otherwise lost or damaged without fault on the part of OPA.

8.3: In the event, OPA fails to perform for any other reason, OPA shall not be liable for any amount of overall monies paid.

## \*9.0 Covid-19\*

Note: We are making every effort to stop the spread of Covid-19. Please stay home if you are sick. For the safety of our clients and our staff, it is required that the safety measures listed below are followed:

9.1: Wear a protective mask and shield provided by OnPointe Alliance in accordance with CDC guidelines, which includes always covering both the mouth and nose.

9.1.2: All personal items are required to be placed in and must remain in the provided sanitation bin which will remain in your possession until the end of your appointment. This will prevent the cross-contamination of our equipment.

9.1.3: Follow the handwashing procedure of your technician.

9.2 Clients are required to contact OPA before scheduling their appointment if they have been diagnosed with Covid-19 within the past 14 days. They must present a clearance document from a medical physician or an official testing site stating there is no detection of Covid-19 in order to be serviced by OPA.

9.2.1 In the event a client fails to inform OPA that they have been diagnosed with Covid-19 within the past 14 days before they schedule their appointment. They will have to reschedule their appointment and there will be a \$47 rescheduling fee. They must present a clearance document from a medical physician or an official testing site stating there is no detection of Covid-19 in order to be serviced by OPA.

9.3: Clients are required to contact OPA before scheduling their appointment if they have any medical conditions that prevent them from following the CDC guidelines and OPA Safety Policy concerning wearing the proper face covering and properly wearing a face covering.

9.3.1: Please be advised, our staff is not trained to properly accommodate individuals infected or anyone who has been exposed to Covid-19.



9.3.2: Please be advised that our facility is not equipped to provide services to individuals infected or anyone who has been exposed to Covid-19.

9.4: OPA technicians have the right to discontinue services or refuse services if signs of Covid Symptoms are present. The client will be able to reschedule for a later date with a clearance document from a medical physician or an official testing site stating there is no detection of Covid-19 in order to be serviced by OPA.

9.4.1: In the event, a technician must discontinue services, there will be a \$47 rescheduling fee. This fee can be waived with proper documentation from a medical physician stating there was no detection of Covid-19 on the date of the original appointment.

9.5: If the client needs to take a break from his or her face covering, it is prohibited for the face-covering to be removed or worn improperly while inside of the building. The client will be given the opportunity to step outside of the building to get relief. It will be required to re-wash one's hands before re-entering the lab.

#### \*10.0 Acceptable Forms of Identification\*

10.1: An Acceptable Form of Identification for Fingerprinting Services are as follows:

- Texas Driver's License
- Out-of-State Driver's License
- Department of Motor Vehicle ID Card (Commonly known as DMV for most States)
- Passport
- Alien Registration / Immigration Green Card
- Military ID Card

10.2: An Acceptable Form of Identification for Notarial Services are as follows:

- Driver's license issued by any U.S. Federal or State government agency
- Concealed handgun license
- Non-Driver Identification cards issued by any U.S. Federal or State government agency
- Cards issued by the U.S. Citizenship and Immigration Services (Green Card)
- U.S. Passport
- U.S. Military Identification cards
- Inmate Identification cards issued in Federal and State Prisons (to identify inmates who are currently in custody)
- Identity cards issued by federally recognized Indian tribes
- Foreign passport (per Tex. Civ. Prac. & Rem. Code) (acceptable only when notarizing deeds or other instruments relating to residential real estate transactions)