



Rules & Procedures

1. Money Back Guarantee

If you are not satisfied with our services you have the unconditional right to claim and receive a refund within the first 30 days after the purchase date.

You will remain liable for all charges accrued on your account up to the time that you downgrade or cancel your subscription, including full monthly fees for the month in which you cancelled, provided however that if you cancel your subscription within the first 30 days after signing up for it, you will receive a refund of your subscription fee.

2. Registration & Certification

Platinum Member Agents agrees to submit a copy of their registration and/or relevant certification within 14 days after signup date. Failing to do that FREIHUB may terminate the membership.

3. Payment Protection System (PPS)

The Member Agent using Silver or Gold Membership is not covered by PPS. The Member Agent who wishes to be covered by PPS has to sign up for Platinum membership.

The Member Agent will be covered by PPS as set out in the [PPS Guide](#).

The Member Agent who wants to participate in PPS should be in business for at least 1 year or at the discretion of FREIHUB.

4. Branch offices

Member Agents may register other cities in their country. For each city they register they will pay separate published membership fee.

5. Use of FREIHUB Name and Logo

All members are encouraged to use both the name and the logo of FREIHUB on correspondence originating from their company, e.g. letterheads, business cards, house airway bills, bills of lading, etc.

They should also, wherever possible, promote FREIHUB identification on buildings and vehicles, and use any opportunity to provide exposure for the group.

6. Response to Requests

Member Agent agrees to promptly respond to all communications (standard: within 24 hours)