



# REFUND POLICY

Dee Butterfly Effect, LLC

Effective Date: July 10, 2026

Website: <https://www.butterflyeffectdee.com/> | Email: [info@deebutterflyeffect.com](mailto:info@deebutterflyeffect.com) | Phone: (773) 640-3830

## 1. Purpose of This Policy

This Refund Policy explains how payments, deposits, retainers, cancellations, credits, and refunds are handled for services purchased through Dee Butterfly Effect, LLC. This policy applies to virtual legal support, paralegal support, document preparation, business operations support, compliance support, grant readiness support, consulting, training, administrative support, and related professional services.

Dee Butterfly Effect, LLC values transparency, professionalism, and clear expectations. Clients are encouraged to review proposals, invoices, scopes of work, and service agreements before submitting payment.

## 2. Service-Based Business Notice

Dee Butterfly Effect, LLC provides professional service-based support. Because time, planning, document review, research, preparation, administrative coordination, and project setup may begin shortly after payment is made, payments may become non-refundable once work has started, a consultation has occurred, or business resources have been reserved for the client.

Dee Butterfly Effect, LLC is not a law firm and does not provide legal advice unless services are performed under the supervision of a licensed attorney or within the legally permitted scope of non-attorney support services.

## 3. General Refund Terms

- Payments for completed services are non-refundable.
- Deposits, retainers, rush fees, consultation fees, administrative fees, and project setup fees are generally non-refundable unless otherwise stated in writing.
- If a client cancels before work begins, Dee Butterfly Effect, LLC may review the request and determine whether a partial refund, credit, or rescheduling option is appropriate.
- Approved refunds are issued only to the original payment method or another method approved by Dee Butterfly Effect, LLC.
- Refund requests must be submitted in writing to [info@deebutterflyeffect.com](mailto:info@deebutterflyeffect.com).

## 4. Deposits, Retainers, and Project Fees

Deposits and retainers reserve time, project capacity, scheduling, client intake, administrative review, and preparation. These amounts may be applied toward the agreed scope of work, but they are not guaranteed to be refundable once the company has begun preparing, reviewing, scheduling, drafting, communicating, researching, or otherwise working on the matter.

Flat-fee project payments are tied to the agreed scope of work. If the client changes the scope, delays necessary information, cancels after work has started, or fails to respond, the payment may be retained for time and work already performed.

## 5. Cancellations and Rescheduling

- Clients should provide at least 24 hours notice when canceling or rescheduling consultations or meetings.
- Missed appointments, late cancellations, or no-shows may result in forfeiture of the consultation fee or scheduled service time.
- Dee Butterfly Effect, LLC may offer one courtesy reschedule when reasonable and when the calendar allows.

## 6. Refund Review Process

To request a refund, email [info@deebutterflyeffect.com](mailto:info@deebutterflyeffect.com) with your name, invoice number, payment date, service purchased, reason for the request, and any supporting information. Refund requests will be reviewed in good faith based on the scope of work, services already completed, time reserved, third-party costs, client communications, and applicable agreement terms.

Submitting a refund request does not guarantee approval. Dee Butterfly Effect, LLC may approve a full refund, partial refund, service credit, revised deliverable, or denial of the request depending on the circumstances.

## 7. Third-Party Fees and Expenses

Third-party fees and expenses are non-refundable once paid or incurred. These may include filing fees, portal fees, processing fees, software charges, printing costs, postage, travel, court or government fees, vendor payments, payment-processing charges, or other outside costs.

## 8. Client Responsibilities

- Clients are responsible for providing accurate, complete, and timely information needed to complete services.
- Delays caused by missing information, incomplete instructions, or lack of client response do not automatically qualify for a refund.
- Clients are responsible for reviewing drafts, deliverables, forms, and documents before use or submission.

## 9. Digital Products, Templates, and Downloadable Materials

Digital products, templates, guides, worksheets, training materials, sample documents, and downloadable resources are generally non-refundable once delivered, accessed, downloaded, emailed, or otherwise made available to the client unless required by law or expressly stated in writing.

## 10. Dissatisfaction or Service Concerns

If a client is dissatisfied with a service, Dee Butterfly Effect, LLC encourages the client to contact the company promptly so the concern can be reviewed. When appropriate, the company may offer clarification, a reasonable revision within the original scope, a partial credit, or another professional resolution.

Revision requests must be within the original scope of services. New requests, expanded services, additional research, new document versions, or major changes may require additional fees.

## 11. Chargebacks and Payment Disputes

Clients are encouraged to contact Dee Butterfly Effect, LLC directly before initiating a chargeback or payment dispute. If a chargeback is filed after services have been performed, documents have been delivered, or work has begun, Dee Butterfly Effect, LLC reserves the right to provide invoices, agreements, communications, work product, and service records to the payment processor to respond to the dispute.

## 12. No Guarantee of Outcome

Dee Butterfly Effect, LLC does not guarantee legal outcomes, funding approvals, grant awards, government approvals, business results, court outcomes, contract approvals, licensing outcomes, or third-party decisions. Payment is for professional services, time, expertise, preparation, and support, not for a guaranteed result.

## 13. Illinois Consumer Protection and Good-Faith Compliance

Dee Butterfly Effect, LLC strives to communicate service terms, pricing, scope, payment expectations, and refund terms clearly and in good faith. Illinois consumer protection laws prohibit fraud, deception, unfair practices, and misleading business conduct. This policy is intended to provide transparency to clients and website visitors.

Nothing in this policy is intended to limit any right or protection that cannot legally be waived under applicable federal, state, or Illinois law.

## 14. Changes to This Policy

Dee Butterfly Effect, LLC may update this Refund Policy from time to time. Updated versions will be posted on the website with a revised effective date. Continued use of the website or services after updates means the client accepts the updated policy to the extent permitted by law.

## 15. Contact for Refund Questions

Dee Butterfly Effect, LLC

Chicago, Illinois

Email: [info@deebutterflyeffect.com](mailto:info@deebutterflyeffect.com)

Phone: (773) 640-3830

Website: <https://www.butterflyeffectdee.com/>

## Reference Notes

This policy is a general business document and should be reviewed by a qualified Illinois attorney for legal advice specific to Dee Butterfly Effect, LLC. Helpful public resources include:

- Illinois Attorney General Consumer Protection Division: <https://illinoisattorneygeneral.gov/consumer-protection/>
- Illinois Consumer Fraud and Deceptive Business Practices Act, 815 ILCS 505:  
<https://www.ilga.gov/Legislation/ILCS/Articles?ActID=2356&ChapterID=67>
- Illinois Attorney General Data Breach Reporting for Businesses:  
<https://illinoisattorneygeneral.gov/consumer-protection/for-businesses/data-breach/>