



MEMORANDUM

To: To All Intercounty Members

DATE: 2/28/18

From: Danny Schwartzstein

RE: New Leaf Service Pro Cancellation Policy

The following procedure is in effect immediately with respect to New Leaf Service Pro cancellations.

1. Email the cancellation request directly to Gotham Sales @ sales@gothamsales.com.
 - a. Complete the attached cancellation form
2. The cancellation policy is subject to the Service Plan's Terms and conditions in effect at the time of sale.
 - a. Generally the cancellation policy is the following:
 - i. 30 day free, look for consumers. They may cancel for any reason during the first 30 days and receive a full refund of the service plan purchased.
 - ii. After 30 days, consumers are subject to a cancellation fee of \$50, and an additional prorata fee of approximately 10% per month
 - iii. Any service rendered by New Leaf will be deducted from all service plan refunds
3. Gotham will determine the actual credit due, and send the credit memo along with request for cancellation to Intercounty.
4. Intercounty will then issue the appropriate credit to the respective Intercounty member.

Thank you