



HOME LYNQ™ REFUND POLICY

Short. Simple. Clear.

Home LYNQ™ Launch Edition — Member Policy Library

Leverage Your Network Quickly

Version 1.0

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1. Our Refund Philosophy

Home LYNQ™ wants every Member to feel good about joining our community. This Refund Policy is meant to be short, simple, and easy to understand — you shouldn't need a law degree to know what happens if you change your mind.

This Policy should be read together with the Member Agreement and the Membership Guide, which describe how Membership, the Membership Enrollment Fee, and the Community Access Plan™ work.

2. Scope of This Policy

This Policy explains how refunds work for the Membership Enrollment Fee, the Community Access Plan, and Home LYNQ events and Educational Content purchased separately. It applies to all Members, regardless of how they enrolled.

3. Membership Enrollment Fee

The one-time Membership Enrollment Fee provides access to become a Home LYNQ Member and establishes eligibility for Lifetime Community Membership™. As soon as enrollment is complete, a new Member receives immediate access to Educational Content, the Member Website and Member Platform, community resources, and other Membership benefits.

Because that access is immediate and substantial — there's no practical way to “return” content once it's been made available — the Membership Enrollment Fee is non-refundable, except where required by applicable law or expressly stated in a written promotional offer. We'd rather be upfront about that now than have it feel like a surprise later.

Members are encouraged to review all Membership information and ask any questions before enrolling. Situations involving a genuine administrative error, such as a duplicate enrollment, are handled under Section 5 (Duplicate or Incorrect Charges) and Section 7 (Exceptional Circumstances).

4. Community Access Plan

The Community Access Plan is a recurring subscription, billed in advance for each billing period. Because it provides ongoing access rather than a one-time purchase, payments already made for a current billing period are non-refundable, except where required by applicable law. Canceling stops future billing rather than reversing past charges, as described in the Membership Guide.

5. Duplicate or Incorrect Charges

If you believe you were charged incorrectly, charged more than once for the same transaction, or experienced another billing error, please contact Home LYNQ promptly. Home LYNQ will review the matter and, if a billing error occurred, will take appropriate corrective action, which may include issuing a refund or account credit for the specific charge in question.

6. Events & Educational Content

Some Home LYNQ events, courses, or Educational Content may be offered for a separate fee outside of standard Membership benefits. Refund eligibility for these purchases is described in the specific enrollment or registration materials provided at the time of purchase. Where those materials are silent, the general request process in Section 8 applies.

7. Exceptional Circumstances

Home LYNQ understands that unexpected situations arise. Although Membership Enrollment Fees and Community Access Plan charges are generally non-refundable, Home LYNQ may, in its sole discretion, review requests involving exceptional circumstances — such as administrative errors, duplicate enrollments, or other situations where a refund is genuinely appropriate.

Because Members receive immediate access to Educational Content and other Membership benefits upon enrollment, refund requests based solely on a Member's decision not to continue after that access has been provided will generally not be approved. This section gives Home LYNQ room to do the right thing when someone has genuinely made a mistake, without turning every change of mind into a refund.

Nothing in this section creates an obligation for Home LYNQ to issue a refund except where required by law.

8. How to Request a Refund

To request a refund or ask about a billing issue, contact Home LYNQ using the information in Section 10 (Contact Information). Please include your full name, the email address associated with your Membership, the date and amount of the transaction, and a description of the issue — this helps us review your request quickly and correctly.

9. How Refunds Are Processed

Approved refunds are issued to the original payment method whenever possible. Home LYNQ will make reasonable efforts to acknowledge refund-related inquiries promptly, though your bank or payment provider may take additional time to make any refunded funds available.

Where applicable law provides different or additional refund rights, Home LYNQ will honor those rights. Nothing in this Policy limits any right a Member may have under applicable law.

10. Contact Information

Questions or refund requests may be directed to:

Home LYNQ Inc.

Member Services Department

Email: support@homelynq.com

Mailing Address: Galleria Tower I, 2700 Post Oak Blvd, Floor 16, Suite 1625, Houston, TX 77056

A Message to Our Members

We want joining Home LYNQ to feel like an easy decision — and that means being just as straightforward if it doesn't work out.

If something isn't right, we'd rather hear from you and make it right than have you feel stuck. That's part of what it means to build a community on trust — and it's part of how you Leverage Your Network Quickly with confidence.

Thank you for giving Home LYNQ the chance to be part of your journey.

Together, let's continue to...

Learn. Grow. Connect. Serve.