

## H&R Block® Refund policy

### DIY software

The purchase price of the software is not refundable if you have filed (either online or mail-in) using H&R Block Canada's tax software. If you have not yet filed and are not satisfied with our tax software, please contact our Customer Support Team at 1-800-HRBLOCK (1-800-472-5625) within 7 days of purchase or 7 days from the original release date of the current year's tax software. You must have your original receipt and detailed information about why you are requesting a refund.

H&R Block Canada may provide a partial refund of your payment if a coupon code did not work properly during your payment. In order to request a partial refund due to a faulty coupon code, you will need to provide the faulty coupon code at the time of your call to our Customer Support Team. Please ensure you are using a valid and current tax year coupon code. The refund will be equivalent to the percentage associated with the coupon code. Please be aware that you cannot claim a refund for multiple coupon codes within the same transaction.

### Expert Review

You can request a refund for an Expert Review package within 48 hours of your purchase date and time, provided you have your original receipt, by contacting our Customer Support Team at 1-800-HRBLOCK (1-800-472-5625). If you have already scheduled an appointment, you must first cancel the appointment in the online booking software using the link provided in your email confirmation.

### Audit Protection

You can request a refund for an Audit Protection purchase within 48 hours of your purchase date & time, provided you have your original receipt. Please contact our Customer Support Team at 1-800-HRBLOCK (1-800-472-5625).

### Legal Wills and Testament

There is no-risk 30-day money back guarantee. Please contact our Customer Support Team at 1-800-HRBLOCK (1-800-472-5625) within 30 days of purchasing the Legal Wills and Testament service, with the Canadian Legal Wills activation code you received in your confirmation email. (We will cancel your Canadian Legal Wills account and refund your purchase amount).