

## **EZ Capital Group Inc. Fulfillment Policy**

At EZ Capital, we strive to ensure transparency and clarity in all our transactions. Below, we outline our fulfillment policies to guide our valued customers through the process of engaging with our services.

### **Refund Policy**

At EZ Capital, we are committed to providing transparent and fair services to our valued customers. Please note the following regarding refunds:

EZ Capital provides a smarter business financing solution service with which applicants can be matched to different lenders and eligible business financing products. The smarter business financing solution service is provided free of charge to merchants. As such, there are no refunds applicable for the smarter business financing solution service. In addition, EZ Capital may provide merchant cash advances to qualifying merchants. There are no physical goods to be shipped. Instead, merchant cash advances are rendered electronically, and funds are transferred directly to the merchant's account in a timely manner, typically within 3 business days from the signature date of the merchant cash advance agreement.

### **Cancellation Policy**

Merchants may have the option to cancel future advances or services, subject to the terms outlined in EZ Capital Merchant Cash Advance Agreement. All Cancellation requests must be submitted in writing to our customer support team and be approved, subject to the terms outlined in EZ Capital Merchant Cash Advance Agreement. Please note that cancellation of services may be subject to fees or penalties as outlined in our agreement with the merchant.

### **Dispute Resolution**

In the event of any disputes or discrepancies regarding our fulfillment policies or services rendered, EZ Capital is committed to resolving them swiftly and fairly. Merchants are encouraged to contact our customer support team for assistance in resolving any issues.

### **Contact Information**

For inquiries regarding our fulfillment policies or any other concerns, please contact us at:

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

### **EZ Capital Group Inc**

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