

SATISFACTION GUARANTEE PROGRAM



Terms and Conditions

Members who enroll in IDOC Membership for the first time on or after April 1, 2018 are eligible for the following satisfaction guarantee program (the “Satisfaction Guarantee”):

- a. General Terms.
 - i. Subject to the additional requirements set forth below, if Member is unsatisfied with IDOC Membership after the applicable Satisfaction Period (defined below), then Member is entitled to receive a refund of Member’s actual membership dues paid (for all locations on file with IDOC) during the applicable Satisfaction Period (the “Refund”). For the avoidance of doubt, Member is not entitled to a refund of membership dues that were waived by IDOC as part of any promotional program or otherwise.
 - ii. Member must notify IDOC of its intention to terminate IDOC Membership and exercise the Satisfaction Guarantee during the last month of the applicable Satisfaction Period.
 - iii. Member must be in Good Standing at the time Member exercises the Satisfaction Guarantee, and the Satisfaction Guarantee may only be exercised one time per Member practice.
 - iv. The Satisfaction Guarantee is only available for Member’s initial membership type, and is forfeited if Member changes membership type.
 - v. Upon timely receipt of notice of termination and exercise of the Satisfaction Guarantee from Member, IDOC will email a redemption form to Member’s email address on file with IDOC that Member must complete and return to IDOC within 30 days to receive the Refund. The Refund will be paid by check to the Member’s primary practice location on file with IDOC 6 – 8 weeks after receipt of the redemption form by IDOC.
- b. Essential Members. The Satisfaction Period for Essential Members is 12 months after Member’s initial join date. Member must notify IDOC of its intention to terminate IDOC Membership and exercise the Satisfaction Guarantee during the 12th month of membership.
- c. Advisor Members. The Satisfaction Period for Advisor Members is 6 months after Member’s initial join date. Member must notify IDOC of its intention to terminate IDOC Membership and exercise the Satisfaction Guarantee during the 6th month of membership.
- d. Select Members. The Satisfaction Period for Select Members is four full calendar quarters after Member’s initial join date. Member must notify IDOC of its intention to terminate IDOC Membership and exercise the Satisfaction Guarantee during the last month of the fourth full calendar quarter of membership. Additionally, to be eligible for the Satisfaction Guarantee, Select Members must also have met all of the requirements under the applicable Select Program. If all requirements to exercise the Satisfaction Guarantee set forth in these Terms are met, then, in addition to the Refund, any applicable cancellation fee for GPN under the Select Program (up to \$500) will be waived.