

You are Protected by our 100% Better Than Satisfaction Guarantee



Our goal for you is to have a great experience when you work with NCP & Sales Tax System to help launch your business with confidence. We really want you to feel beyond just satisfied. We encourage strong communication from the entire process for us to help launch your business. You will receive access to a complete checklist of the process online with great email support. Your experience does not stop at formation of your business our follow up after you get started and at annual renewal time is the best in the business. If you are a Sales Tax System member using our service to apply for permits we want to make sure you have all the steps in the process. We understand you will have questions and have multiple tools for your support from our webinars to help you through capitalization to the next step in running your business, to our online videos and tips to walk you through the record book and next steps.

If you are not satisfied with our services, please contact us immediately and we will correct the situation and get you back on the path to a satisfied customer.

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NCP & STS Satisfaction Guarantee Details:

1. If you're not satisfied, send us an email to support@launchwithconfidence.com or support@salestaxsystem.com . All requests made under this guarantee must be made within 30 days of purchase. We will review your refund request and reply within 3-5 business days. Any work that has been complete is not eligible for a refund. Separately, we can't refund or credit any money paid to government entities, such as filing fees or taxes, or to other third parties with a role in processing your order. We also cannot refund any money paid by you directly to third parties, such as payments made by you directly to CPAs affiliated with our sales tax system services, or other programs.
2. Please note that we cannot guarantee the results or outcome of your particular procedure. For instance, the government may reject your entity filing or sales tax permit for reasons beyond the scope of NCP's or STS's service. In some cases, a state's backlog can lead to long delays before your process is complete. Similarly, NCP and STS does not guarantee the results or outcomes of the services rendered by our partners or other professionals. Problems like these are beyond our control and are not covered by this guarantee.
3. Since we're dedicating time and effort to your document preparation, our guarantee only covers satisfaction issues caused by NCP or STS - not changes to your situation or your state of mind.