

# Escalations

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# Chargebacks

This SOP is currently under development. Content coming soon.

# Cancellation Requests

## Cancellation Requests

**Quick policy:** For recurring dispute plans, the enrollment payment starts the first dispute cycle and each additional monthly payment covers the next cycle. Once a billing cycle has started, that cycle is **not prorated** if the client cancels mid-cycle.

## What happens when a client cancels after a monthly payment?

- If the client already paid for the current billing cycle, that payment stays applied to that cycle.
- We do **not** prorate the payment just because the client canceled after the cycle began.
- The team should continue the dispute work tied to that paid cycle as the client's final round.
- The cancellation prevents **future** billing, as long as the request is submitted before the next billing date.

## Simple rule for team members

- **Paid cycle = worked cycle.**
- **No proration mid-cycle.**
- **Cancellation stops the next charge, not the current paid cycle.**

## Example timeline

**Example:** A client signs up on April 21, pays the next monthly bill on May 21, then asks to cancel on June 1 after the first round results come in.

- The May 21 payment is **not prorated**.
- That paid cycle is still worked and treated as the **final round**.

- If the cancellation request is submitted before the next billing date, the client will **not** be charged again on the next cycle.

## How to explain it to the client

“ Your current billing cycle has already been paid and started, so it is not prorated. We will complete the work tied to that paid cycle as your final round. Your cancellation will stop future billing as long as it is submitted before the next billing date.

## Related pages

- [Client Cancellation and Refunds](#)
- [Recurring Billing, Invoices and Cancellations](#)