DOROTHY, INC FULFILLMENT POLICY

Last updated: May 13, 2025

1. Service Description

Dorothy provides a subscription-based software platform. Dorothy provides a subscription-based software platform designed to leverage data to help recovery professionals streamline property damage identification and claims workflows.Services are accessed digitally via our web platform after successful registration and payment. For details on features and plan options, please visit our Pricing Page.

2. Purchase Currency

All services are billed in **United States Dollars (USD)**. Pricing information displays the applicable currency at checkout.

3. Service Activation & Delivery

Access to Dorothy is typically granted immediately upon payment confirmation. In cases requiring onboarding or custom setup, our team will begin within **1–2 business days**, with most onboarding completed within **5–15 business days** depending on client responsiveness and scope of services. Services are provided digitally only; no physical goods are shipped.

4. Customer Support

For assistance, please contact our support team at:

- **Email:** contact@hidorothy.com

   Support hours are Monday–Friday, 9 AM – 5 PM EST.

5. Refunds & Cancellations

Refund eligibility is determined based on your service agreement. For refund requests, contact us at **contact@hidorothy.com** within **7 days** of service activation. All cancellations and refunds must comply with our Terms of Service.

6. Legal or Export Restrictions

Dorothy's services are not subject to known export restrictions. Any future changes will be reflected in this policy.

7. Privacy & Data Protection

We are committed to safeguarding your privacy. Please refer to our full Privacy Policy for information on how your data is collected, used, and protected.

8. Business Address

Dorothy Inc.

545 west 54th Street, NY 10019

9. Promotions

Any promotional offers or discounts will have terms and conditions clearly stated at the time of offer. Promotions cannot be combined unless explicitly stated.

10. Security

All transactions are securely processed through Stripe. Our site uses HTTPS encryption and meets PCI compliance standards to protect your payment information.

11. Accepted Payment Methods

We accept the following forms of payment:

- Visa

- Mastercard

- American Express

- Discover