Billing

High-speed Internet 10-day Money Back Guarantee Policy

Thank you for choosing IgLou for your high-speed Internet service!

We want our customers to be 100% satisfied with their purchase. You may cancel your new IgLou high-speed Internet service for any reason during the first 10 calendar days of service for a full refund.

How do I cancel under this policy?

We would hate to see you go, but if you decide you want to cancel under this policy, please call us at 502-966-3848 during business hours (9am-5pm Mon-Fri eastern time, excluding holidays.) Our billing department will provide you with a ticket number as proof of your cancelation request. This ticket number is your receipt for your cancelation request - it is important that you retain it for your records as proof of your request.

Terms & Conditions

If you cancel under this policy, IgLou will refund in full any prepayment originally charged to you and your service will be canceled without any penalties. Please note that the 10-day window begins on the day after a successful installation, even if you do not successfully use the service. In the event IgLou's offices are closed on the 10th day, the request may be made by telephone on the immediate following regular business day and still qualify under this policy. If your new Internet service is not working properly, it is extremely important to immediately call us at 502-966-3848 to open a trouble ticket with our support department.

In the event your service order includes a free modem or other promotional items, this equipment must be returned in good working order before a refund will be processed. If the equipment is not returned within 30 days of cancelation, any prepaid amount will be used to cover a portion of the replacement cost of the equipment, and you may be liable for any remaining charge.

IgLou's Money Back Guarantee can only be used once per customer per address, and any future orders may require any installation fees to be paid at the time of order.

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