Introducing The Remote Satisfaction Guarantee

We are so confident in our ability to help you hire, manage, and pay globally with ease and have a positive experience every step of the way.





If you're not completely satisfied with Remote's Employer of Record (EOR) product, we will refund all EOR management fees paid during your first 90 days.*

*See below for full rules and details.

Are you ready to see what makes Remote a leading Global HR Platform with a dedicated fan base?



CONTACT US





Remote Satisfaction Guarantee rules and details



This program is only available to new customers who have never added an EOR employee.

• To qualify, you must have a Remote account and add/invite your first EOR employee.





The guarantee is valid for up to 5 EOR employees.



The refund claim must be submitted within 90 days after the account's first EOR employee's start date.



The customer must have raised their issue(s) through Remote's support channels in good faith, and the issue must not have been resolved within 14 days (excluding any time Remote spent waiting for additional information from the customer).



The issue(s) must have prevented the customer from using at least one of Remote's core EOR services:

- · Onboarding an EOR employee by the planned date, not including contract redlining, while respecting Remote's minimum onboarding timelines.
- Enrolling an EOR employee in benefits they selected during their onboarding.
- Paying an EOR employee accurately and on time, per Remote's standard payroll cycles and in accordance with the information provided by the employer and the employee on Remote's platform.



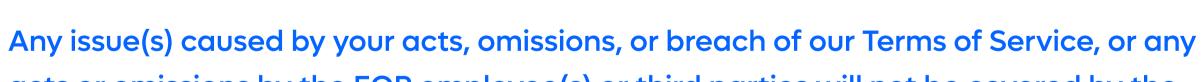
Billing the customer accurately and on time for the EOR services provided by Remote.



including for month-to-month, annual, or TEAM plans.



offboarding fees; however, the customer will have to cover the employer costs associated with terminating the EOR employee(s).



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acts or omissions by the EOR employee(s) or third parties will not be covered by the guarantee.



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Remote may modify or suspend the Satisfaction

Guarantee program at any point with notice to you.



Get in touch with your contact at Remote or email our friendly support team at help@remote.com - we're here for you.

Still have questions?

Visit our help center →

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