

# 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.



## In fact, we guarantee it.

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?

SIGN UP

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.



If you qualify for a refund, we will refund any EOR fees paid during the 90-day period, including for month-to-month, annual, or TEAM plans.



If you qualify for a refund and choose to leave Remote, we don't charge any offboarding fees; however, the customer will have to cover the employer costs associated with terminating the EOR employee(s).



Any issue(s) caused by your acts, omissions, or breach of our Terms of Service, or any acts or omissions by the EOR employee(s) or third parties will not be covered by the guarantee.



Remote reserves the right to assess the eligibility of each claim before processing any refund.



Remote may modify or suspend the Satisfaction Guarantee program at any point with notice to you.



## Still have questions?

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

Visit our help center →