

GeoTrust Refund Policy

If the certificate does not work as intended and you need to cancel or refund, GeoTrust will cancel or refund fees following issuance or renewal of a True BusinessID, QuickSSL Premium, QuickSSL, My Credentials or Enterprise SSL Certificate upon request by the Subscriber within thirty (30) days of issue date.

True BusinessID with EV Customers

If the certificate does not work as intended and you need to cancel or refund, GeoTrust will cancel or refund fees following issuance or renewal of a True BusinessID with EV upon request by the Subscriber within thirty (30) days of the issue date.

To request a cancellation or refund, please complete the [GeoTrust Customer Support Form](#) (select "Order Processing").

If a Subscriber has paid the fees for the Certificate to another party such as a reseller, the Subscriber should request the refund from that party.

To request a cancellation, refund or replacement certificate, Subscribers should complete a [GeoTrust Customer Support Form](#).