



Refund Policy

Refunds will be issued only under the following circumstances:

- You made duplicate payments in error (e.g., you paid onsite, as well as online) and have requested a refund.
- The IdentoGO location was closed because of inclement weather and you have requested a refund for fingerprinting services not rendered.
- You cancelled a fingerprinting appointment before the appointment date and have requested a refund.

Refunds will NOT be accepted under the following circumstances:

- You scheduled and received fingerprinting services for the wrong background check process or for the wrong government agency.(ex. Fingerprinted for Adoption services under DHS but actually should have been fingerprinted for Foster Care under DHS)
- You are eligible for a refund for one or more of the above reasons, but you did not request a refund within six months of the date paid.

Refund Procedures

If you are eligible for a refund, please email your refund request to ESD-Billing@us.idemia.com
OR mail your written refund request to:

Idemia Identity & Security USA, LLC
Attn: Refund Request
340 Seven Springs Way, Suite 200
Brentwood, TN 37027

Please provide the below information with your refund request:

- Your name, phone number, address and email address
- Your Registration ID
- Payment date, payment amount, and method of the payment (e.g., personal check, money order, credit card)
- Confirmation Number of credit card payment, if applicable
- Check number and amount paid
- Reason for refund request

Standard turnaround time

- Our standard turnaround time to process a refund is 30 days from the date we received your refund request.
- Refunds will be issued in the original form of payment (e.g., if payment made with a credit card, IdentoGO will issue a credit only to the same credit card)

For all inquiries, please contact the IdentoGO Billing Department at (877) 512-6962.