

Refund Policy

National Crime Search, LLC (NCS) provides instant access to criminal records and other screening services on a fee basis. In order to access the records the user must agree to the NCS User Agreement which details the terms and conditions.

The User is responsible for payments of any and all charges to his/her account. Charges are assessed if no record was found. User has 30 days from the date of the billing statement to dispute the validity of any charges. All disputes must be e-mailed to billing@nationalcrimesearch.com. Please include your account name, user name, contact information, search identification number in question, and any other information that may be helpful in processing your dispute.