

Northern Nevada Regional MLS, Inc.

Billing & Refund Policy

1. Monthly Billing for MLS Services: Members will be billed monthly for the upcoming month's MLS and Lockbox (KIM) fees and in arrears for the previous month's Real Estate Directory (RRED). The statement will also include any billing for training classes, if applicable. Members who join the MLS after the monthly statements have been mailed and before the 15th of the month will be billed for the current month on their next statement if payment is not submitted with application.

2. Payment Process: Payments on account are due within 30 days of billing and considered delinquent at 5:00 p.m. on the 45th day. Members may pay their bill via credit card, cash or check. Payments may be mailed (except cash), phoned in (credit cards) or brought to the NNRMLS office during regular business hours.

3. Late Payments: Postmarked envelopes will not be considered when determining late fees. Payments must be received at the NNRMLS office by 5:00 p.m. on the 45th day or services will be suspended and a re-activation fee of \$50 will be assessed. MLS, KIM and RRED access will be reinstated upon receipt of account balance and \$50 re-activation fee. Members who do not bring their account current and pay the re-activation fee by the 55th day will be considered non-members for MLS purposes and future billings will be transferred to the broker's account. After 90 days, delinquent accounts may be sent forward for collection.

4. Refund Policy:

a. Terminated Members: Members with a "zero" account balance who terminate on/before the 15th of the month, are eligible for a refund of MLS and KIM fees for the month of the termination only. No refunds of Real Estate Directory charges will be given upon termination. Members with a credit balance on their account will receive a refund check within two weeks of termination.

b. Active Members:

i. Errors on Billing: If NNRMLS erroneously bills a member, a credit will be applied to their account and will appear on the next monthly statement.

ii. Training Sessions: Refunds will be given for pre-paid registrations if cancellation is received in accordance with the posted refund policy for that session.

iii. Internal Credits for the REALTORS® Real Estate Directory (RRED): As the Real Estate Directory is published prior to the billing and printing/distribution costs have already been incurred, it is not the policy of NNRMLS to give credits for RRED insertions. Members are responsible for adding and removing listings from the publication through the listing maintenance function of Paragon. The deadline schedule is posted in the Market Watch Calendar on the Paragon Home Page.

c. MLS Only Applicants:

i. MLS Participant: If an MLS Only application from a Designated REALTOR® is withdrawn in writing within 48 hours of submission and the MLS system has not been accessed, \$75 of the application fee will be retained by the NNRMLS to defray the administrative costs of establishing the office and broker membership records. If MLS access has been established, refunds of monthly fees will be as noted in Section 4.a of the Billing and Refund Policy.

ii. Subscriber: If an MLS Only application from a subscriber is withdrawn in writing within 48 hours of submission and the MLS system has not been accessed, \$25 of the processing fee will be retained by the NNRMLS to defray the administrative costs of establishing the subscriber's membership records. If MLS access has been established, refunds of monthly fees will be as noted in Section 4.a of the Billing and Refund Policy.