

SEARCH SERVICES – FREQUENTLY ASKED QUESTIONS

Will the monthly subscriptions auto renew and bill my credit card?

No, you must choose to renew the next time you log on after the time expires.

Can I still look at the information for no charge?

No, users must select from one of the subscription rates posted on the website.

If I just want to look, do I have to put money in the PrePaid account for image printing?

No you do not need to put money in the PrePaid image account until you are ready to print.

Is there a way to save a document from your website directly to our computer files without having to print it?

You can print it to a PDF creator. This would enable you to save the file. However, you would be printing the document so you would still be charged the per page fee.

Can I print multiple copies?

Charges are per page, if you print multiple copies you will be charged for each copy you print.

Why do you offer two different monthly rates?

We offer different rates to better suit your individual needs.

If I currently have more than one account do I get a discount?

There are no discounts if one company has multiple accounts.

Is there a setup fee?

We do not currently charge a set-up fee.

Can I pay online by Check or do I have to use a Credit Card?

The payment services are through PayPal. You can open a PayPal account tied to your checking account and pay that way or use a Visa, Master Card, and Discover.

Do I have to have a PayPal account to use your services?

No PayPal is our merchant service provider but you do not need a PayPal account to pay.

I already have a PayPal account can I just use the one I already have?

Yes you will be given the option at time of check out.

Do you take American Express?

American Express is not accepted; only Visa, Master Card, and Discover.