

Return Policy

Walker Advertising WILL offer a replacement lead if:

- The information documented by our contact center agent is found to differ from what the caller stated, resulting in misclassification.

Walker Advertising WILL NOT replace a lead if:

- The lead meets the qualifications for the panel.
- The consumer provides Walker Advertising with false or misleading information during the intake, or if the attorney finds that the facts of the consumer's case are different than what the consumer advised Walker Advertising during the intake.
- The consumer changes their mind or does not retain the attorney.
- The firm left messages and the consumer did not return phone calls.
- The consumer is just seeking information or is not interested in retaining an attorney.
- The consumer is calling on behalf of a relative or friend and the potential client is not interested in receiving legal assistance.
- The lead complaint is submitted after the dispute period (5 business days).