

What happens if a positive result to my Best People Search does not exist?

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<https://www.searchbug.com/info/what-happens-if-a-positive-result-to-my-best-people-search-does-not-exist/>

If, for example, you order a search for a phone number at a particular address, and the investigator finds out that no phone line is connected to that address your report would show "No Active Service"•. Such a finding is the result of your search.

If you order a Criminal Report and the subject of the search has "No Criminal Records"•, such a finding is the result.

If you order a VIN search or TAG search for a vehicle in a specific state and the report comes back "No Vehicle Found", such a finding is the result.

You will be charged the posted fees for these types of searches. Please refer to the posted [Guarantee Policy](#) for specific refunds for each search type you are considering. Many searches have no fee if no information exists, other searches you are charged due to the nature of what you are searching. If you are trying to find out if someone has a criminal record, the fee is charged to find out if they do or do not. If they do, you also get the information about the record, if they don't you get the satisfaction to know they are not criminals.

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