

Refund Policy – Individual Annual Subscriptions

We want you to feel confident about your subscription and experience the full value of our platform. Please review our refund policy below:

30-Day Refund Window

You may request a full refund within **30 days of your initial subscription purchase**. This 30-day period ***includes the free trial***. After this period, subscriptions are **non-refundable** except in the limited circumstances described below.

Renewals

Annual subscriptions **auto-renew** each year. You will receive an automated notification via Stripe prior to renewal.

- **Refunds for renewals** must be requested **within 24 hours** of the renewal charge.
- Refund requests received after 24 hours cannot be honored.

No Partial Refunds

Because subscriptions are billed annually, we do not offer pro-rated or partial refunds if you cancel mid-term. Your subscription will remain active until the end of your billing cycle.

Exceptions

In rare cases, we may consider refunds outside of the standard policy in situations such as:

- Documented **medical or financial hardship**
- Other **extreme or unforeseeable circumstances** at our discretion

How to Request a Refund

To request a refund, please contact us through your customer portal or email us at onboarding@schoolpsych.ai. We will review and respond to your request promptly.

Questions

If you have any questions about this policy or your subscription, please reach out to us at onboarding@schoolpsych.ai