

Excelas ExamSoft™ Refund Policy

(A service provided by Pocket Teacher Ltd)

1. Free Basic Plan:

As the Basic plan is offered free of charge, no refunds are applicable.

2. Enterprise and Schools Plan:

a) 30-Day Free Trial:

- No refunds are issued for the free trial period.
- Users can cancel at any time during the trial without incurring any charges.

b) Paid Subscription:

- Full refunds are available within 14 days of the initial paid subscription start date, provided the service has not been substantially used (defined as processing fewer than 10 exam papers).

- After 14 days or if the service has been substantially used, pro-rated refunds may be issued at Excelas' discretion for the unused portion of the subscription period.

- Refunds will not be provided for partial use of credits or storage within a billing cycle.

3. Qualification Waitlist:

Any fees associated with joining the qualification waitlist are non-refundable, as they secure a place in the rollout program.

4. Custom Services:

Refunds for custom services, integrations, or bespoke solutions will be handled on a case-by-case basis and are subject to the terms outlined in individual service agreements.

5. Accuracy Guarantee:

In the event that our Accuracy Guarantee is not met, we will provide service credits or partial refunds as compensation, in accordance with the terms specified in our service level agreement.

6. Cancellation:

Users may cancel their subscription at any time. For annual subscriptions, a pro-rated refund may be issued for the unused portion of the service.

- Monthly subscriptions will not be refunded for the current billing cycle but will cease to renew for subsequent months.

7. Refund Process:

All refund requests must be submitted in writing to our customer support team. Approved refunds will be processed using the original payment method within 10 business days.

8. Exceptions:

Excelas reserves the right to refuse refunds in cases of suspected fraud, abuse of the service, or violation of our Terms of Service.

This refund policy is subject to change. Any modifications will be communicated to users and posted on our website. For any questions regarding refunds, please contact our customer support team.

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