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All subscriptions to Typing Agent (“Services”) are billed in advance.

- **Refund Eligibility**: Refunds are available within 30 days of purchase or renewal for both single-year and multi-year subscriptions.
- **Non-Refundable Items**: Setup fees, rostering/implementation fees, and training services are non-refundable.
- **Mid-Subscription Cancellations**: Cancellations requested after the 30-day window are not eligible for a refund. Access to Services will remain active through the end of the subscription term.
- **Clever and ClassLink Connections:** For schools connected through Clever or ClassLink, no refund will be processed until the school/district disconnects Typing

Agent from those platforms.

- **Exceptional Circumstances**: Refund requests outside of this policy may be considered on a case-by-case basis at the sole discretion of Typing Agent LLC.
- **Administration Fee**: All approved refunds will incur a $30 administration fee.
- **Request Procedure**: All refund requests must be submitted in writing to support@typingagent.com.

Refund Policy (Typing Agent Home Version)

- **Automatic Renewal**: Your Home Version subscription renews automatically each year unless canceled before the renewal date.
- **Cancellation**: You may cancel anytime through your account settings. After cancellation, you'll continue to have access until the end of your current billing period, and no further charges will be incurred.
- All refunds will incur a $30 administration fee

For assistance with refunds or cancellations, please contact us at **support@typingagent.com**.

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