

# Refund Policy

**Effective date:** October 8, 2025

**Company:** Write in a Click

**Contact:** [support@writeinaclick.com](mailto:support@writeinaclick.com)

## Overview

We want you to feel confident using **Write in a Click**. This policy explains when refunds are available for paid plans and purchases on our platform that provides AI-powered features (e.g., book generation, proofreading, export options). Our goal is to be fair while preventing abuse that could impact service quality for everyone.

**Note:** This policy applies to purchases made directly on our website. If you purchased via the Apple App Store or Google Play, their refund rules apply (see **Purchases via App Stores**).

## Key Definitions

- **Subscription:** Recurring plan billed monthly or annually.
- **One-time purchase:** Non-recurring add-on (e.g., credits, premium export pack).
- **Use:** Running generation/proofreading/export features, or accessing premium content beyond sign-in.

## Summary Table (Eligibility at a Glance)

Scenario	Subscription	One-time purchase
Accidental duplicate purchase	✓ Refund	✓ Refund
Technical issue caused by us that prevents use, not resolved after support attempts	✓ Prorated or full (case-by-case)	✓ Refund
Platform-wide outage ≥ 24 consecutive hours within your billing period	✓ Credit or proration	— Not applicable unless it blocked immediate use

Dissatisfaction with AI output quality (no platform fault)	✗ Not eligible	✗ Not eligible
Forgot to cancel before renewal	✗ Not eligible (access continues to period end)	— Not applicable
Abuse, fraud, excessive refunds, or chargebacks	✗ Not eligible and may lead to account action	✗ Not eligible and may lead to account action

“✔” eligible; “✗” not eligible; “—” depends on context / not applicable.

## Subscriptions

- **Cancel anytime:** You can cancel at any time; access continues until the end of the current billing cycle. We don't provide partial refunds for unused time after cancellation.
- **Renewals:** Charges for renewals already processed aren't refundable if the product was available and functioning.
- **Free trials:** If a trial converts to a paid plan, charges are not refundable simply due to forgetting to cancel.
- **Downtime credits:** For platform-wide outages of **24+ consecutive hours** within your active billing period, we may issue a **credit or proration** toward the next invoice. We'll determine the amount based on scope and duration.

## One-Time Purchases (e.g., credits, export packs)

- **Duplicate transactions:** If you accidentally purchased the same item twice, we'll refund the duplicate if **unused**.
- **Immediate technical failure:** If a technical issue on our side prevents you from using the item and we cannot resolve it after reasonable troubleshooting within **7 days**, we'll refund that purchase.
- **Consumed items:** Items that have been used (e.g., credits spent, files exported) are **not refundable** unless a confirmed platform defect rendered the output unusable and we cannot correct it.

## Dissatisfaction vs. Defects

We understand that AI-generated content can vary. **Dissatisfaction with AI output quality alone is not a refund reason.** If you encounter a reproducible technical defect on our platform (e.g., persistent errors, failed exports) we'll work with you to fix it. If we can't resolve it, the applicable refund/credit path above applies.

## Abuse & Fair Use Protection

To protect our service and customers:

- We may decline or revoke refunds for excessive refund requests, chargebacks, fraudulent activity, or attempts to obtain value while repeatedly seeking refunds.
- Creating multiple accounts to bypass limits or policies may lead to account suspension and ineligibility for refunds.
- We may request logs, screenshots, error messages, or sample files to investigate issues.

## How to Request a Refund

Email [support@writeinaclick.com](mailto:support@writeinaclick.com) from your account email within **14 days** of the charge (or within **7 days** for one-time technical issues), including:

1. **Order ID** and purchase date.
2. **What happened** (short description) and the **impact**.
3. Relevant **evidence** (screenshots, error messages, timestamps).  
We'll acknowledge your request within **2 business days** and usually provide a decision within **7 business days**. If approved, refunds are issued to the **original payment method**. Processing times vary by provider (typically 5–10 business days after approval).

**Important:** We can't refund currency conversion fees, third-party bank fees, or differences caused by exchange rates.

## Purchases via App Stores

If you subscribed or purchased through the **Apple App Store** or **Google Play**, their billing and refund policies apply. Please submit your request through the respective store. We don't control or accelerate those store decisions, but we'll help by confirming technical facts when asked.

## Chargebacks

Before opening a chargeback, please contact us—chargebacks can delay resolution. Unwarranted chargebacks may be treated as abuse under this policy and could result in account limitations.

## Changes to this Policy

We may update this policy to reflect product or legal changes. If updates materially affect your rights, we'll provide notice via the site or email. Continued use after the effective date means you accept the updated policy.

## Our Commitment

We aim for a fair, transparent experience. Your feedback helps us improve **Write in a Click**. If we fall short, we'll work to make it right within this framework.