



REFUND POLICY: Basic Unlock & Class Year Plans

(Applicable to users who purchased after June 2019)

If you need help looking for a specific profile, navigating the site, or are experiencing technical issues, please reach out. We're here to help!

You can call us at 415-944-7498, live chat with us using the chat messenger (located in the lower right hand corner of our website), contact us via our [Contact Form](#), or email us at info@admitsee.com (please follow email instructions on the last page of this document).

Please have your AdmitSee user name, email, and payment account information ready when you contact us if you are requesting a refund.

Refunds are issued to the original form of payment (PayPal or credit card). PayPal refunds are received immediately upon issuance. Credit card refunds may take up to 10 business days to be reflected as a credit on your credit card statement.

I. Basic Access Unlock Plan Eligibility

If you've purchased our Basic Access plan of 5 individual unlocks, you are only eligible to receive:

- **PROFILE REPLACEMENTS** – If you've already used some or all of your unlocks, we will swap out an unusable* unlocked profile for another profile.

OR

- **SITE CREDITS** – If you have not used any of your unlocks, we will credit your account with site credits that may be used toward an upgrade or future withdrawable earnings if/when you create a college user profile after you are admitted to college.

Our Basic Access plan is NOT eligible for a refund in the form of original payment.

You have one (1) year from the date of purchase to request that we replace any unlocked profiles that you are not happy with.

* An unusable profile is defined as lacking integral information or differing drastically from its preview or description.



II. Class Year Premium Plan Eligibility

If you've purchased one of our Premium Class Year plans, you **MUST** contact us within 14 days of your date of purchase to receive a full refund. Full refunds will only be granted if you have not used any of your unlocks.

If you have already started unlocking profiles with your Premium plan, you are eligible to receive the following types of refunds:

- **PARTIAL REFUND WITH DOWNGRADE** – If you have already used some unlocks (no more than 5), you may qualify for a downgrade to our Basic Access 5 unlock plan. The Basic Access plan grants you 5 unlocks and one (1) year of access. You will be able to retain access to your already unlocked profiles and receive new unlocks (if applicable) that will give you access for one (1) from your date of downgrade. We will refund the difference in price between what you paid and our Basic Access plan (\$60.00) to your original form of payment. Please note that you will lose access to all Premium Perks (your chat messaging inbox, advanced search, premium data insights, and one-on-one consultation scheduling) immediately upon downgrade.
- **PROFILE REPLACEMENTS** – If you have used more than 5 unlocks, you will not be eligible for a refund or downgrade. We can, however, replace any unusable*, unlocked profiles for you by removing the unusable profile from [your Files folder](#) and providing you with a fresh unlock that may be used up until June 30th of the year you graduate!
- **SITE CREDITS WITH PLAN SWITCH** – If you purchased the wrong class year plan and you are not, in fact, graduating in the year your plan is set to expire, you may qualify for a class year plan switch as long as you have not used more than the number of unlocks allocated for that class year. The difference in price will be processed as a site credit, which can be used to purchase Basic individual 5 unlocks as add-ons to your plan. Please note that switching to a different class year plan will result in your access expiring on June 30th of a different year.

* An unusable profile is defined as lacking integral information or differing drastically from its preview or description.



III. Reasons you may not qualify for a refund

Refunds will NOT be granted for any of the following reasons:

- Your access to the site was temporarily or permanently blocked by our administrators because of a suspected violation or outright violation of [our Terms of Use](#).
- Your subscription or access was revoked as a result of AdmitSee administrators finding that you created fake accounts for referral credits in violation of [our Terms of Use](#).
- We determine that your purchase was not for personal use but for commercial purposes, which is a violation of [our Terms of Use](#).

IV. Managing your account

When your paid plan begins, you will receive an e-mail receipt with your purchase details. Details of your plan and options to upgrade can be found on [Your Account Settings page](#).

Please bear in mind that your access will expire one (1) year from your date of purchase if you purchase a Basic Access plan of 5 individual unlocks. If you purchase a Class Year plan, your access will expire on June 30th of your graduating year (the year indicated in the name of the Class Year plan).

Please note that you will lose access to all Premium Perks if your Class Year plan is canceled and refunded or if you downgrade to Basic Access. (Premium Perks include access to your chat messaging inbox, advanced search filters, premium data insights, and one-on-one consultation scheduling.)

WAYS TO CONTACT US

Our business hours are from 9:00AM to 5:00PM Pacific Time. All voicemails, e-mail correspondence, and contact form submissions received outside of business hours will be processed the next business day. Once processed, we will either give you a call back or send you a confirmation email that a refund and/or plan change has been processed.



Phone Call – (415) 944 - 7498

Please provide the AdmitSee representative with the email you used to make your purchase and/or your AdmitSee username in order to determine your refund eligibility. You must contact us with the account details of the plan you are inquiring about.

Your request must be received by the end of the business day, at 5:00PM Pacific Time, on or before the last day you are eligible to receive a refund. Please leave a voicemail with the required information if we are unable to attend to you at that time.

Contact Form – <https://www.admitsee.com/contactus>

Please provide your first name, last name and email used to make your purchase as well as your AdmitSee username. Select the "Account Management" inquiry category. Indicate in the form that you would like to cancel or switch your plan and/or receive a refund.

Email — info@admitsee.com — Subject line: ADMITSEE REFUND

If you choose to email us directly, you must include the phrase "ADMITSEE REFUND" in the email subject line. In order for us to look up and process your refund request in a timely manner, you must include the following account details in the body of the email: your AdmitSee user name, the email address associated with your AdmitSee account or the email you used to make the purchase, and the date of purchase. If you do not provide this information upfront, your refund request may be delayed or deemed ineligible for a refund.

NOTE: You must provide the user name and email address of the AdmitSee account for which you are attempting to request a refund. If you provide the wrong account information and we are unable to locate your purchase within the 14-day cut-off time period, you will not be eligible to receive a full refund on a Class Year plan.

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Please do not hesitate to reach out if you need our help with anything else! Thank you for being part of and supporting AdmitSee!