

REFUND POLICY

If you need help looking for a specific profile or if you are experiencing technical issues on our site, we're here to help. Just call us at 415-944-7498 or contact us via our [contact form](#).

Conditions for a Refund

AdmitSee will issue refunds for purchases in the following cases:

- Technical issues - If you experienced technical issues that can be attributed to AdmitSee and you were unable to use your subscription or access your account, we will issue a refund.
- Fraud - If it is determined that your account has been taken over by a third party and used fraudulently, we will issue a refund.
- Payment error - If it is determined that AdmitSee charged you in error on our part or due to a third party, we will issue a refund.
- Unexpected/Unusable content - If the profiles you unlocked did not meet your expectations or did not contain any useful information, we will issue a refund.

Please note: you **must** contact us within **14 calendar days** of your date of purchase if you purchased a monthly subscription, or within **30 calendar days** if you purchased an annual subscription for us to be able to issue a refund.

Unused Membership Refund Requirement

Additionally, you are welcome to request a refund for an unused subscription. If you successfully logged in to your account and accessed your subscription under the time period, you will not receive a refund. All of our plans are automatically renewing subscriptions. *You are responsible for canceling your membership via your [Account Settings](#) if you no longer require our services.* Please see below for instructions to cancel your subscription at any time.

AdmitSee does not offer partial refunds. If you used the service at any point within **14 days** of purchase or renewal as a Monthly subscriber, or within **30 days** of your purchase or renewal as an Annual subscriber, you will not be eligible to receive a refund. You will only receive a full refund under the aforementioned conditions and for unused subscriptions.

To reiterate, you **must** contact us within **14 days** of a Monthly subscription charge or within **30 days** of an Annual subscription charge (calculated from initial date of purchase or date of renewal), regardless of whether you have used your subscription. We cannot, under any circumstances, issue a refund for charges that are more than **14 days** old for monthly subscriptions, or more than **30 days** old for yearly subscriptions

Refund for Credits

We can offer refunds in the form of AdmitSee site credits in certain use cases, including:

- The profiles unlocked were not useful, helpful, or lacked integral information
- The profile differed drastically from its preview or description

Credits cannot be transferred to other users and cannot be cashed out. However, credits do not expire. Therefore, there is no time limitation on applying credits to a future purchase.

Downgrading Your Premium Subscription

AdmitSee does not offer refunds for any plan downgrades. Site credits may be granted for downgrades on a case-by-case basis. [Contact us](#) if you believe an alternative Premium plan would better serve your use case.

How to Cancel Your Subscription & Request a Refund

Cancellations may be made by calling AdmitSee, submitting a refund request via our contact form, or by going to the [Account Settings](#) page on our site and cancelling your subscription under Account Info.

Via Phone Call - Please provide the AdmitSee representative with the email you used to purchase your subscription and/or your AdmitSee username in order to cancel your subscription. Your cancellation must be received by end of the business day, at 5:00PM Pacific Standard 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. Any cancellation or refund requests received before the eligibility deadline will be considered as long as you leave a voicemail message. We cannot guarantee refunds if you fail to leave a message with your refund request. Our number is 415-944-7498.

Via Contact Form - Please provide your first name, last name and email used to purchase your subscription as well as your AdmitSee username. Indicate in the form that you would like to cancel your subscription and receive a refund. The contact form must be submitted by the end of the business day, at 5:00PM Pacific Standard Time, on or before the last day you are eligible to receive a refund.

Via Account Info Page – You can manage your subscription by navigating to your [Account Info](#) page. The page indicates your current membership plan as well as when your subscription is set to renew (i.e., your next billing date) if your subscription is active or when your subscription is

set to end if your subscription has been turned off. By clicking on “Cancel Subscription,” your subscription will end on the last day of your billing cycle - this date is indicated on your [Account Info](#) page. You will not be charged at any point after you cancel your subscription; you will retain access to your unlocked profiles only until the indicated date. If you would like to reactivate your subscription, you may still do so on the Account Info page by clicking on “Reactive Subscription” before your billing cycle ends in order to retain access to your unlocked profiles.

Please note that all voicemails and contact forms received after 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 your subscription has been cancelled.

To expedite your refund, you have the option to receive your refund via PayPal or Venmo, which is received immediately upon issuance rather than a credit back to your credit card. Should you choose to receive your refund credited back to the original credit card that was used in the transaction, please note that the refund can take up to 10 business days to be processed and for the credit to appear on your credit card statement.

Remember, our customer experience team is here for you, so please do not hesitate to let us know if you need our help!