

REFUND POLICY

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), or contact us via our [Contact Form](#).

Thank you for being a member of the AdmitSee community!

Note About AdmitSee's Auto-Renewing Membership Plans

Please note that, as noted on [our Member Plans Pricing Page](#) and on your purchase confirmation email, all of our paid member 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 Section VI. Managing Your Subscription for instructions on how to cancel your subscription at any time. Section VI also includes additional instructions on how to upgrade and downgrade your membership.

I. REFUND REQUEST TIMELINE

You must contact us within 10 calendar days of your date of purchase or a renewal charge if you purchased a Monthly subscription, or within 30 calendar days if you purchased an Annual subscription.

All refund requests must be received within this timeframe, otherwise you will not qualify for a refund EVEN IF you meet the other conditions set forth below.

Any requests made later than 10 days by Monthly subscribers or later than 30 days by Annual subscribers may be considered for partial refund or site credit on a case-by-case basis if they meet the conditions set forth below. (See Sections III. Conditions for a Partial Refund and IV. Refund for Site Credit.)

Please note that to qualify for a refund, you must meet ALL of the conditions listed under a qualifying reason. To help expedite refund requests, please indicate the Section Number and Reason that applies to your refund request when you contact us.

II. CONDITIONS FOR A FULL REFUND

AdmitSee will issue **full refunds** for qualifying purchases that fall under any of the FOUR (4) reasons below. You must meet **ALL** of the conditions required for each reason in order to qualify.

- **REASON (1):** Your purchase renewed and you no longer intend to use your subscription.
 - **CONDITIONS:**
 - Your purchase was a renewal billing and not a first time purchase.
 - You are requesting a refund within the requisite timeframe. (See Section I. Refund Request Timeline).
 - You did not log into your account or unlock profiles between the time you were charged the renewal fee and your refund request. If you logged into your account and viewed profiles in [your Files Folder](#) or unlocked new profiles during the time period in question, then your usage of the site will be considered services already rendered and you will not be eligible for a refund.
- **REASON (2):** You've upgraded to a higher tier subscription plan and have not yet used any of the unlocks from your previous subscription plan.
 - **CONDITIONS:**
 - You must not have used any of the unlocks from the previous subscription you paid for. If you have used a portion of the unlocks from your previous plan, see Section IV. Refund for Site Credit.
 - You are requesting a refund within the requisite timeframe. (See Section I. Refund Request Timeline).
- **REASON (3):** Your purchase was the result of a payment error.
 - **CONDITIONS:**
 - It is determined that AdmitSee charged you in error due to a mistake on our part or due to a third party.
 - You did not log into your account or unlock profiles during the period of time you are contesting. If you were able to access your profile and unlock profiles during the contested time period, then your usage of the site will be considered services rendered and you will not be eligible for a refund.
- **REASON (4):** You were unable to access your account or unlock profiles during your subscription period for 10 or more days as a Monthly subscriber or for 30 or more days as an Annual subscriber.
 - **CONDITIONS:**

- Inaccessibility was due to no fault your own. Your access was blocked due to:
 - Technical issues – If you experienced technical issues on the scale of site outage that can be attributed to AdmitSee, and you were unable to use your subscription or to access your account for 10 or more days as a Monthly subscriber or for 30 or more days as an Annual subscriber; or
 - Fraud – If it is determined that your account was taken over by a third party and used fraudulently for 10 or more days as a Monthly subscriber or for 30 or more days as an Annual subscriber.
 - *** Please note that user error on your part (including not knowing how to use the site and violating our terms of use) does not qualify as a technical issue. Please contact us during your subscription period if you have trouble figuring out how to use the site.*
- You made an effort to alert us of the inaccessibility issue during your subscription period.
- You are requesting a refund within the requisite timeframe. (See Section I. Refund Request Timeline).

III. CONDITIONS FOR A PARTIAL REFUND

AdmitSee will issue **partial pro-rated refunds** for qualifying purchases that fall under any of the THREE (3) reasons below. You must meet **ALL** of the conditions required for each reason in order to qualify.

- **REASON (1):** You are a first-time user and AdmitSee’s subscriptions are not what you’re looking for.
 - **CONDITIONS**
 - You have not used all of your unlocks. (If you’ve already used all of your allocated unlocks, you do not qualify for a partial refund, though you may qualify for a site credit – details in the next section.)
 - You are requesting a refund within the requisite timeframe. (See Section I. Refund Request Timeline).
- **REASON (2):** You have over 6 months left on your subscription and will not use all of your unlocks.
 - **CONDITIONS:**

- You are an Annual subscriber (you must be an Annual subscriber to qualify for this type of refund; unfortunately Monthly subscribers do not qualify for partial refunds).
 - You have at least 6 months left on your subscription.
 - You've used no more than half of your unlocks.
 - You do not plan to use any more of your unlocks.
 - You are ready to cancel your subscription immediately and lose access to previously unlocked profiles.
- **REASON (3):** You were unable to access your account or unlock profiles during your subscription period for more than 3 days as a Monthly subscriber or for more than 14 days as an Annual subscriber.
 - **CONDITIONS:**
 - Inaccessibility was due to no fault your own. Your access was blocked due to:
 - Technical issues – If you experienced technical issues on the scale of site outage that can be attributed to AdmitSee, and you were unable to use your subscription or to access your account for more than 3 days as a Monthly subscriber or for more than 14 days as an Annual subscriber; or
 - Fraud – If it is determined that your account was taken over by a third party and used fraudulently for more than 3 days as a Monthly subscriber or for more than 14 days as an Annual subscriber.
 - *** Please note that user error on your part (including not knowing how to use the site and violating our terms of use) does not qualify as a technical issue. Please contact us during your subscription period if you have trouble figuring out how to use the site.*
 - You made an effort to alert us of the inaccessibility issue during your subscription period.
 - You requested a refund within the requisite timeframe. (See Section I. Refund Request Timeline).

IV. REFUND FOR SITE CREDIT

AdmitSee will issue **refunds in the form of site credits** for qualifying purchases that fall under any of the FOUR (4) reasons below. You must meet **ALL** of the conditions required for each reason in order to qualify. Site credits are automatically applied as a cash-value voucher toward any future purchases or billings.

Please note: Site credits cannot be transferred to other users and cannot be redeemed or withdrawn as cash. However, credits do not expire. Therefore, there is no time limitation on applying credits to a future purchase or renewal billing.

- **REASON (1):** Your plan renewed, but you won't use/don't need your new unlocks.
 - **CONDITIONS:**
 - You have not yet used any of your new unlocks. (If you've already starting using your unlocks, you will not qualify for this site credit refund.)
 - You understand and agree to downgrade to a lower tier plan or to our Keep Access plan and lose the unused/unneeded unlocks.
 - **HOW IT WORKS:** The value of your overpayment will be added into your account as a credit which will be automatically applied toward your next billing cycle at the lower tier plan price point you've now switched to.
- **REASON (2):** You need to pause your subscription for an extended period of time, but plan to come back and don't want to lose your unlocks.
 - **CONDITIONS:**
 - You still have unused unlocks. (If you've used all of your unlocks, you do not qualify for a site credit refund.)
 - You understand and agree that by pausing or canceling your subscription, you will lose access to all previously unlocked profiles while you are unsubscribed.
 - **HOW IT WORKS:** The remaining value of your unlocks will be credited to you so when you are ready to resubscribe, you will have the credit available to you. The credit may also be granted as a additional unlocks available to you when you resubscribe.
- **REASON (3):** You've upgraded to a higher tier subscription plan and have some unlocks left from your previous subscription plan.
 - **CONDITIONS:**
 - You have a current active subscription.
 - You still have unused unlocks from your previous subscription plan. **
Please note: If you've already used all of the unlocks from your previous plan, you do not qualify for any kind of refund or site credit.
 - **HOW IT WORKS:** We will credit your current subscription with the unused unlocks from your previous subscription. These additional unlocks will now be considered part of your new, current subscription. However, please note that the additional unlocks are a one-time transfer; you will not receive these additional unlocks again when your current plan renews.
- **REASON (4):** You unlocked profiles that were unusable. Unusable is defined as lacking integral information or differing drastically from its preview or description.
 - **CONDITIONS:**

- You made an effort to alert us of the profiles in question as soon as you found them to be unusable so we have an opportunity to replace those profiles for you. (This is important so we maintain a consistent minimum standard of quality with all of our college profiles. If a profile is misleading, we remove that profile and college user from our site.)
- **HOW IT WORKS:** We replace each of the unusable profiles for you with new unlocks. Alternatively, we credit your account with the value of the unusable portion of your subscription to be applied as a credit toward a new subscription.

V. INELIGIBLE REFUNDS

- Refunds will **NOT** be granted for any of the following reasons:
 - You simply forgot to cancel your subscription. You have 10 days as a Monthly subscriber and 30 days as an Annual subscriber to request a full refund on any unused subscriptions. After the 10- and 30-day timeframe, you will no longer be eligible for a full refund. Please refer to subscription cancellation instructions in Section VI. Managing Your Subscription.
 - You used all of your unlocks allocated for the subscription period. Even if you are just 1 day into your subscription, if you no longer have unlocks left, you are not eligible for a refund.
 - You request a refund for an “unused subscription” but our records indicate that you’ve logged into your account and viewed profiles in [your Files Folder](#) or unlocked new profiles at any point during the time period you are requesting a refund for. Viewing files in your Files Folder or unlocking new profiles counts as usage.
 - 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](#).

VI. MANAGING YOUR SUBSCRIPTION

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

You may cancel your recurring charge at any time before your subscription renews on its next billing cycle. (For example, if you purchase a Monthly subscription on January 15th, you can

cancel your recurring subscription as soon as January 16th. You will be able to retain access until February 15th, after which you will no longer be able to unlock profiles or view profiles that you unlocked while on the Premium subscription plan. [Your Account Info](#) will indicate the end date of your subscription.)

You are responsible for canceling your membership via [your Account Settings](#) if you no longer require our services.

A. DIRECTIONS FOR CANCELING AUTOMATIC RENEWAL

- Log in to your AdmitSee Account.
- Go to "[Account Settings](#)," which can be found under the "Settings" icon.
- Select "[Account Info](#)" on the left navigation bar.
- Then click on the link "Cancel Subscription."
- Follow the cancellation prompts. Complete cancellation.
- Your member plan details will now reflect the date on which your paid Premium Plan access will terminate.

Please note that you will lose access to any profiles you unlocked while on a Premium Plan after your subscription billing ends. (For example, if your Subscription ends on February 14, 2019, you will no longer be able to view all of your unlocked profiles starting on February 15, 2019). If you wish to retain access to unlocked profiles in [your Files Folder](#), please choose the "Keep Access (no new unlocks)" option instead of the "Cancel Subscription" option.

B. DOWNGRADING YOUR SUBSCRIPTION

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

If you simply want to downgrade to our Keep Access plan, this can be done without contacting us on [your Account Settings page](#) by selecting the "Keep Access (no new unlocks)" option. The Keep Access plan grants continued access to previously unlocked profiles without giving you new unlocks to use each month. You will retain access to your unlock history for as long as you remain on the Keep Access plan. Once you cancel your Keep Access plan, you will lose access and your account will revert to a Free member account.

Please note that the Keep Access plan grants you an additional 30 days to use any of your unused unlocks. However, you will lose the ability to use these unlocks after those 30 days. (For example, if your Keep Access plan starts on January 15th and you still have 5 unlocks left

from your 15-unlock Plus plan, you will have until February 15th to use those 5 unused unlocks. After February 15th, you will still have access to the 10 profiles you've already unlocked in your Files folder, but you will lose the unused 5 unlocks.)

C. REACTIVATING A SUBSCRIPTION

You may re-subscribe at any time after cancelling a prior subscription and re-gain access to your unlock profile history. Any previously unlocked profiles will again be accessible.

If you canceled your subscription or change your mind about canceling, you may reactive your subscription (turn back on auto-renew) at any time before your subscription ends. Once you re-activate, [your Account Info](#) will once again indicate the date on which you will next be billed. (For example, if you purchase a subscription on January 15th and cancel your subscription (turn off auto-renew) on January 16th, you may re-activate your subscription at any point between January 16th and February 15th to ensure that your subscription does not end on February 15th. After reactivating your subscription, your Account Info page will show that your next payment date will be February 15th.)

D. UPGRADING A SUBSCRIPTION

To upgrade a subscription, you may contact us to help you manually set up your upgrade.

If you are out of unlocks and wish to upgrade to a higher tier plan in order to access additional unlocks, you can directly purchase a plan upgrade on [our Pricing Page](#). Your new subscription will start on the date of your upgrade and will renew on a monthly or annual basis from the date of your purchase.

If you still have unlocks left but realize you need more access, you can also directly purchase a higher tier plan on [our Pricing Page](#). However, depending on whether you've already used unlocks from your original subscription plan, you may or may not be eligible for a refund on your original plan. Please review Section II. Conditions for a Full Refund: Reason (2) and Section IV. Refund for Site Credit: Reason (3) to determine what type of refund you qualify for.

WAYS TO CONTACT US

Phone Call - (415) 944 - 7498

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 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. 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 purchase your subscription as well as your AdmitSee username. Select the "Change Plan / Plan Selection" inquiry category. Indicate in the form that you would like to cancel your subscription and/or receive a refund. Please indicate the reason you believe you qualify for a refund.

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 or that your refund has been processed.

To expedite your refund, you have the option to receive your refund via PayPal, 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!

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