



Refund & Cancellation Policy — ExTempora Technologies

Effective date: September 19, 2025

This short policy explains how refunds and cancellations are handled for ExTempora Technologies products and the ExamFlow service.

1. Free trials

If you sign up for a free trial, you will not be charged during the trial period. Cancel before the trial ends to avoid being billed.

2. Subscriptions (monthly)

You may cancel a monthly subscription at any time from your account settings. Cancellation prevents future renewals; access generally continues until the end of the current paid period. Monthly subscription fees are non-refundable for the period already paid.

3. Subscriptions (annual / prepaid)

For annual or prepaid plans we offer a 30-day refund window from the date of purchase if you are not satisfied. To qualify the account must not show misuse or clear violation of Terms. After 30 days, cancellations stop future renewals but generally do not receive a prorated refund unless otherwise agreed in writing.

4. One-time purchases & credits

One-time digital purchases (credit packs, add-ons, license keys) are refundable within 14 days of purchase only if the purchased item has not been substantially used. Consumable credits that have been used are not refundable.

5. Non-refundable items

Custom services, implementation fees, professional services, fraudulently obtained purchases, and fees for services already rendered are non-refundable unless otherwise agreed in writing.





6. Billing errors & disputes

If you believe there is a billing error or unauthorized charge, contact support immediately. We will investigate and, where appropriate, issue a refund or adjustment.

7. How to request a refund or cancel

Email info@xtempora.org with your account email and order/transaction ID, or use the in-app billing page. Refunds (if approved) are processed to the original payment method and typically complete within 7–10 business days, depending on the payment provider.

8. Chargebacks

If you initiate a chargeback without contacting us first, we may suspend or terminate your account pending resolution and we reserve the right to recover rendering or collection costs.

9. Changes

We may update this policy. Material changes will be posted with a revised effective date. Continued use after the change constitutes acceptance.

