Refund Policy

ParentMe360 (ParentMe36O)
Effective March 2025

Introduction

At ParentMe360, we aim to provide a clear and fair cancellation and refund process to maintain transparency and trust with our users. Please read the following policy carefully before subscribing or requesting a refund.

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1. Subscription Cancellation

- You may cancel your subscription at any time via your ParentMe360 dashboard before the next billing cycle begins.
- Cancellation takes effect at the end of the current paid period. You will continue to have access until that date.
- No cancellation fees are charged, and there is no lock-in period.

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2. Refund Eligibility

- All payments made are generally **non-refundable**, as access to live sessions and digital content is granted immediately after purchase.
- Refunds may be considered in the following exceptional cases:
    - Verified technical issues caused by ParentMe360 that prevent service delivery.
    - Duplicate transactions or accidental double payments.
    - Subscription activation failure or incorrect plan assignment.

- No refunds are issued for unused sessions, partial subscription use, or user-initiated service discontinuation mid-cycle.

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3. Refund Request Process

- To request a refund, email parentme.help@gmail.com within **7 days** of the transaction date.
- Please include your registered email, payment reference number, and reason for the request.
- All refund requests are subject to verification and approval by ParentMe360.
- Approved refunds are processed within **5–10 business days**, back to the original payment method.

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4. Payment Disputes

- If a payment is disputed via your bank or card provider, your ParentMe360 account may be suspended during the investigation.
- We encourage resolving issues directly with our support team before initiating chargebacks.

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5. Data Retention & Account Closure

- After subscription cancellation, your data is retained in accordance with our Privacy Policy.
- If you wish to permanently delete your account and associated data, please email us. Your request will be completed within **5 business days**.

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6. Contact & Support

For any questions, concerns, or refund-related inquiries, please contact our support team at:
📧 parentme.help@gmail.com