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Refunds and billing cycles

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Subscriptions are billed either monthly or annually, in advance.

Refund window

New subscriptions can be cancelled for a full refund within **14 days** of the first payment. After 14 days, payments are non-refundable, but you keep access until the end of the period you have paid for.

Changing plan mid-cycle

Upgrades take effect immediately and are charged pro-rata for the remainder of the cycle. Downgrades take effect at the next renewal date - no partial refund is issued for the current cycle.

Adding agents

Extra agent seats are charged pro-rata from the day they are added. Removing a seat frees it at the next renewal.