

Alchemer's Refund Policy- FAQ and Troubleshooting

Alchemer's refund and return policy are dependent on several factors based on the account type, term of the subscription, and additional features being utilized by the account. Below explores the specific information regarding Alchemer's Refund Policy depending on the account type a user has been provisioned.

For information on how to cancel an Alchemer account, check out our [Downgrade or Cancel your Account documentation](#).

Monthly DIY Cancellations and Refunds

DIY Accounts are accounts that are directly purchased online from the Alchemer website portal. These accounts are self-service accounts.

Monthly subscriptions are not eligible for refunds per our [Cancellation Policy](#). Monthly subscription Alchemer users have the ability to cancel their account within the application itself prior to the next month's billing cycle. If a user contacts alchemer asking for a refund after the billing cycle for the monthly subscription, Alchemer is unable to provide refunds for monthly renewals.

Annual DIY Cancellations and Refunds

Annual subscriptions are able to contact Alchemer prior to the renewal period to terminate the account for the next annual subscription.

After the account has been charged, the account has 30 days after a renewal payment has been processed to downgrade or cancel the account and receive an 11 month prorated refund for the remainder of the subscription term.

Alchemer accounts that have a direct Account Manager must reach out to their specific Account Manager regarding the information on the account, and next steps associated with the processes listed above.

Exceptions

- If an account was purchased in error, Alchemer users can cancel the payment by sending a request to billing@alchemer.com on the day of the purchase to cancel the purchased subscription
- If an Alchemer user contacts alchemer asking for a refund after the billing cycle for the

monthly subscription has been processed to a payment credit card, Alchemer is unable to provide refunds for monthly renewals.

- For all refunds, please allow 7-10 days for the refund to process on the payment credit card account.

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