

Refund Policy

Effective Date: March 1, 2026

EduGlean strive to ensure our customers are satisfied with our services. This Refund Policy outlines the circumstances under which refunds may be provided.

Eligibility for Refunds

- Refunds are available for purchases made within 30 days.
- To be eligible for a refund, you must provide proof of purchase.
- Refunds are issued for defective products, unsatisfactory services, or errors in billing.

How to Request a Refund

- Contact our customer support team at support@eduglean.com. In addition, Ticket can be submitted from your student dashboard.
- Provide details of your purchase and the reason for the refund request.
- Our team will review your request and respond within 7 business days.

Processing Refunds

- Approved refunds will be processed within 10 business days.
- Refunds will be issued to the original payment method used for the purchase; however, service fees are non-refundable.
- You will receive a confirmation email once the refund has been processed.

Non-Refundable Items

- Subscriptions and membership fees
- Digital products that have been downloaded or accessed
- Services that have been fully delivered

Changes to This Refund Policy

We may update this Refund Policy from time to time. Any changes will be posted on this page and, where appropriate, notified to you by email.

Contact Us

If you have any questions about this Refund Policy, please contact us at support@eduglean.com.