

REFUND POLICY

Last Updated: 16 November 2025
AccuraText, LLC

At AccuraText, LLC (“AccuraText,” “we,” “our,” or “us”), we strive to provide accurate and reliable captioning services. This Refund Policy explains when refunds may be issued.

1. Eligibility for Refunds

Refunds may be approved **only** under the following conditions:

A. Duplicate Payments

If you were charged twice for the same service, a full refund of the duplicate charge will be issued.

B. Accidental Overpayment

If a payment amount exceeds the invoiced amount, the difference will be refunded.

2. Non-Refundable Services

Because captioning work begins as soon as files are reviewed and processed, the following are **non-refundable**:

- Services where work has already begun
- Completed captioned videos
- Partially completed projects
- Rush fees
- Custom formatting or special editing requests
- Projects delayed due to poor audio quality or user error

3. Quality Concerns

If you believe AccuraText made a captioning error:

- You must notify us **within 7 calendar days** of delivery
- One round of corrections will be provided at no additional cost
- Refunds will **not** be issued for issues caused by poor audio quality, overlapping speech, accents, or background noise

We do not guarantee perfect accuracy in difficult recordings.

4. Cancellations

Projects may be canceled **only if work has not begun**.

Once processing begins, even preliminary audio review, refunds cannot be issued.

5. How to Request a Refund

Email: contact@accuratext.com

Include:

- Your name
- Project title / invoice number
- Reason for refund request
- Any supporting details

Refunds, if approved, will be issued to the original payment method.

6. Changes to This Policy

AccuraText may update this policy at any time. Updates become effective upon posting.