

Refund Policy

Effective June 4, 2026 · Version 1

1. Software

We want you to be confident before you buy. ProcessModel offers a **14-day free trial** so you can fully evaluate the software before any purchase.

ProcessModel software licenses — including **Pro term licenses (1-year, 2-year, and 3-year)** and the **Student license** — are **one-time purchases for a fixed term. They are not auto-renewing subscriptions; you are not charged again automatically when the term ends.**

Payments are processed by **Stripe**.

Because a paid license is delivered and activated to your account immediately upon purchase, no refunds are given once the license has been issued to your account.

Discretionary 30-day exception (technical/compatibility failure). If, within **30 days** of purchase, the software fails to function due to a technical defect or platform incompatibility that we are unable to resolve, ProcessModel may, at its discretion, issue a refund. In that case:

- you must provide your order/account identification so we can locate the purchase;
- the refund is issued back through **Stripe to your original payment method**;
- the refund equals the purchase price **less non-refundable payment-processing fees (up to 15% of the purchase price)**; and
- you must **release the license from your computer and confirm removal of the software.**

Student licenses. The Student license is sold at a reduced price and is conditioned on eligibility (for example, proof of current enrollment) at the time of purchase. Refund requests for a Student license are subject to the same terms above; misrepresentation of eligibility voids the discount and any refund.

2. Delivery

Licenses are delivered electronically and activated to your account immediately upon completion of purchase.

3. Training

For instructor-led training courses:

- **100% refund** if requested **more than 3 weeks** before the class;
- **50% refund** if requested **more than 2 weeks** before the class;
- **0% refund** in the **last two weeks** before the class.

Approved refunds are processed **within 5 business days** of the request. As an alternative to a refund, you may transfer free of charge to any other scheduled class.

4. Training Cancellation (by ProcessModel)

If ProcessModel cancels a class, we will attempt to give at least two weeks' notice and will offer a **full 100% refund** of the class ticket or a free move to any other class. PDF training materials are provided. ProcessModel is not responsible for external costs (such as hotels or flights) incurred in connection with a cancelled class.

5. Contact

To request a refund or ask about this policy, contact ProcessModel Customer Service at (801) 356-7165 or support@processmodel.com.