Project Read AI Fulfillment Policy

Refund Policy

Project Read AI provides digital educational services and AI-powered reading tools. Our refund policy is as follows:

- **Standard Policy**: Due to the immediate access granted to our digital services, refunds are generally not provided once access has been activated
- **Exceptions**: We will consider refund requests for:
  - Unresolved technical issues preventing access to our services
  - Verified billing errors
  - Service unavailability exceeding 24 hours
- **Request Process**: Submit refund requests to support@projectread.ai with your order details and reason for the request

License and Subscription Terms

- **Individual Licenses**:
  - Each license must be purchased by the individual user
  - Licenses are non-transferable between users
  - One license corresponds to one user account
  - Account sharing is not permitted
- **School Licenses**
  - Must be purchased by an authorized administrator
  - Are usable only by educators at a single site/building
- **Subscription Management**:
  - Cancel anytime through your account dashboard
  - Access continues until the current billing period ends
  - No partial refunds for unused subscription time
  - Reactivation requires a new subscription purchase

Digital Delivery

- **Access Provision**: Immediate access granted upon confirmed payment
- **Delivery Method**: Access provided via:
  - Registered email account
  - Project Read AI user dashboard
- **Access Confirmation**: Users receive email confirmation with login instructions
- **No Physical Products**: We provide digital-only services; no physical shipping applies

Service Support

- **Technical Assistance**:
    - Email: support@projectread.ai
    - Response Time: Within 24 business hours
    - Hours: Monday-Friday, 9 AM - 5 PM EST
- **Account Issues**: Priority support for access or login problems

Legal Compliance

- Service access subject to U.S. export controls and sanctions
- Users must comply with their local jurisdiction's regulations
- Age restrictions may apply based on local laws

Payment Security

- All transactions processed through PCI-compliant payment systems
- Industry-standard encryption for payment data
- Multiple payment methods accepted:
    - Major credit cards
    - Purchase orders (for educational institutions)
    - Institutional billing available for qualified organizations

Privacy Protection

Refer to our complete Privacy Policy at www.projectread.ai/privacy for details on:

- Data collection and usage
- Information security
- User privacy rights
- FERPA compliance for educational data

Contact Information

- Email: support@projectread.ai
- Phone: (123) 456-7890
- Address: Project Read AI Inc. 555 Bryant St. STE 197 Palo Alto, CA 94301

Last Updated: November 12, 2024

Project Read AI reserves the right to modify this policy. Users will be notified of significant changes via email and/or website announcements.