

Refund Policy

Last updated: May 4, 2026

This Refund Policy explains when users may request a refund for Lexora Prep paid subscriptions or premium access.

By purchasing a paid plan, you agree to this Refund Policy.

01 Fourteen-Day Refund Window

You may request a refund within 14 calendar days of your initial purchase only if the eligibility requirements below are satisfied. Refunds are not automatic and are reviewed based on account activity, content access, platform usage, and compliance with Lexora Prep policies.

02 Usage Requirement

To qualify for a refund, your account must have accessed less than 20% of the paid materials available under the purchased plan and must not have substantially used, copied, downloaded, scraped, shared, or otherwise consumed Lexora Prep paid content.

Because Lexora Prep provides digital educational materials and intellectual property that can be accessed immediately after purchase, refund eligibility may be reviewed based on purchase date, rule access, flashcard access, premium content access, account activity, and other usage records.

Lexora Prep may deny a refund request if the account shows substantial access to paid materials, copying, scraping, redistribution, account shar-

ing, misuse of the platform, abuse of the refund policy, or violation of the Terms and Conditions.

03 **Non-Refundable Situations**

- The refund request is submitted after the applicable refund window.
 - The account accessed 20% or more of the paid materials available under the purchased plan.
 - The account violated the Terms and Conditions.
 - The user forgot to cancel before renewal.
 - The user shared, copied, scraped, resold, or misused platform content.
 - The refund request is abusive, fraudulent, repetitive, or inconsistent with fair use of the platform.
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04 **Subscription Cancellation**

You may cancel your subscription to stop future billing.

Cancellation does not automatically create a refund unless the refund request satisfies this Refund Policy.

05 **Payment Processor**

Payments and refunds are processed through Paddle as Merchant of Record.

Refund timing may depend on Paddle, the user's bank, card issuer, or payment method.

06 **How to Request a Refund**

Contact support@lexoraprep.com within the applicable refund window.

Include the email used for purchase, purchase date, selected plan, and reason for the request.

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Discretionary Credits

If you report a platform issue or content error that helps improve Lexora Prep, we may, at our discretion, offer a discount, voucher, extension, or account credit.

Such credits are not guaranteed and do not create an entitlement to future credits.

Refunds are not automatic. A refund may be available within 14 calendar days of initial purchase only if less than 20% of paid materials have been accessed and the account has complied with Lexora Prep policies.