

HOMs Web App – Premium Refund & Cancellation Policy

Effective Date: March 1, 2026

This Refund & Cancellation Policy applies to purchases of the HOMs Web App – Premium (“HOMs,” “we,” “us,” “our”), a Helper of Mothers LLC Software-as-a-Service (SaaS) product. By purchasing or subscribing to HOMs Premium, you agree to this policy.

0) Free vs Premium Access

HOMs may offer a free “Primary” version of the Web App. The free version does not require payment and is not subject to this refund policy. It does not include HOMs Premium features such as the SEL Learning Data Collection Tool, ABC Data Incident Data Entry Tool, or the “HOMs Box” of original downloadable and/or printable HOMs supplemental content.

This policy applies only to paid Premium subscriptions.

1) Free Trials, Promotions, and Promo Codes

If you sign up using a free trial, promotional offer, or promo code (including limited-time offers), you will receive access for the promotional period described at checkout.

You may cancel at any time before the promotional period ends to avoid being charged.

Failure to cancel before the end of the promotional period will result in automatic billing according to the plan selected at checkout.

2) Subscription Plans and Billing

HOMs Premium may offer monthly and annual subscription plans.

Subscriptions renew automatically unless canceled before the renewal date.

- Monthly subscriptions renew each month.
- Annual subscriptions renew each year.

Pricing and billing terms are displayed at checkout and may be updated in the future. Any pricing changes apply at the next renewal period unless otherwise required by law.

By completing your purchase, you authorize recurring charges to your selected payment method at the frequency chosen until canceled.

3) How to Cancel

You may cancel your subscription at any time through your account settings or by contacting support at helperofmoms@gmail.com.

Cancellation prevents future renewal charges.

Access to HOMs Premium continues until the end of your current paid billing period (monthly or annual). After that period, access will automatically terminate unless renewed.

Cancellation requests must be submitted prior to the renewal date to avoid being charged for the next billing cycle.

4) Refund Policy

Because HOMs Premium provides immediate access to digital services, software features, and hosted content, all payments are subject to the following terms:

A) Monthly Subscriptions

Monthly payments are non-refundable.

We do not provide refunds or credits for:

- Partial months
- Unused time
- Accidental non-use
- Dissatisfaction after a billing cycle has begun

You may cancel at any time to prevent future charges.

B) Annual Subscriptions

Annual payments are non-refundable.

If you cancel an annual subscription, you will retain access through the end of the annual billing term. No pro-rated refunds will be issued for unused time.

This structure allows HOMs to maintain stable pricing and continued development for all members.

5) Limited Refund Exceptions (Billing Errors Only)

Refunds may be issued only in the following circumstances:

- Duplicate charges
- Incorrect billing due to a verified technical error
- Unauthorized charge where reasonable proof is provided

Approved refunds are limited to the incorrectly charged amount.

Refund decisions are made at HOMs' sole discretion.

6) Chargebacks and Payment Disputes

If a chargeback is initiated without first contacting HOMs, we reserve the right to immediately suspend or terminate account access during investigation.

We strongly encourage contacting support first so we can resolve issues efficiently.

7) Service Interruptions

In the event of significant or prolonged service outages, HOMs may issue a service credit (not a cash refund) at its discretion.

8) Changes to This Policy

We may update this policy at any time. The most current version will be posted on our website.

Continued use of HOMs Premium after policy updates constitutes acceptance of the revised terms.

9) Contact

For billing inquiries:

Email: helperofmoms@gmail.com

Include:

- Account email
- Date of charge
- Amount charged
- Description of issue
- Supporting documentation (if applicable)