

Payments and Refunds

Can I get a refund after purchasing a server product license?

According to Commercial License Fees and Warranties clauses of our standard [Software License Agreement](#), you have an option to request a refund of your commercial server license up to 30 days after the original date of purchase. However, such a refund option is possible only in case WebSpellChecker software breaches the given warranty.



Upon the 30-day period after the original date of purchase, refunds will not be available.

To request a refund within 30 days of payment, please contact our [sales team](#).

Can I get a refund for WebSpellChecker Cloud Services?

The refunds for WebSpellChecker Cloud Services are only available within the first paid month after the evaluation period for monthly subscriptions and within 30 days of payment for annual subscriptions. After these periods the refunds are not offered.

To cancel your evaluation/subscription for WebSpellChecker Cloud Services, follow the instructions below:

1. Log in to your WebSpellChecker account.
2. Go to the **Subscriptions** section, open the required subscription and click the **Cancel** button to request the cancellation of your subscription.

WebSpellChecker Cloud Services subscription will be terminated at the end of the current billing cycle, and your credit card will not be charged again. No credit is offered for canceling an account prior to the end of a billing cycle.

Separately, the subscription is considered terminated upon non-payment at the end of the current billing cycle.

To request a refund during the first month of paid service (following an evaluation) or within 30 days of payment for an annual subscription, please contact our [sales team](#).

Can I sign up for automatic renewals of my WebSpellChecker Cloud subscription?

At the moment an automatic renewal of annual service subscription is not available for WebSpellChecker Cloud Services. To prolong the subscription for one year, log in to your WebSpellChecker account, open the required subscription and click **Renew Now**.

How can I pay an outstanding invoice?

You can pay an outstanding invoice by a credit card using our secure online payment form or any of the other accepted payment methods (for example, PayPal or bank transfer). You can also find complete payment details on the first page of an issued invoice or [contact our sales team](#) for detailed instructions.

Which payment methods are accepted, and what are your payment terms?

All the international payments to WebSpellChecker LLC, are processed by our official reseller in Estonia, [TeamDevManagement OU](#) (VAT #EE101929530).

The next following payment methods are accepted:

- **Credit card.** For credit card payments we use PayPal payment system. PayPal supports a large number of credit cards, including Visa, MasterCard, American Express, Discover, JCB, Diner's Club and EnRoute. Depending on your processor, Payflow Pro also supports level 2 and level 3 Purchasing Cards (P-Cards). Check cards or debit cards with either a Visa or MasterCard logo are supported and treated just like a credit card.
- **PayPal**
- **Bank transfer.** The wire transfer payment can take up to 7-14 business days for bank transfers to clear through our banking facilities. You can email your remittance advice to info@webspellchecker.net.

WebSpellChecker's payment terms for WebSpellChecker Cloud Services are strictly NET0, the payment terms for the WebSpellChecker Server, Maintenance Renewal or the additional software are NET30. In both cases the license key(s) or subscription(s) details will only be made available after full payment is received. If you have placed your order but find that you are waiting for your organization to make the payment, you can [contact us](#) and request a fully-functional evaluation license key to help you cope with any bureaucratic delays.



The following payment methods are not supported and cannot be accepted:

- **Check.** Any check which will be mailed to WebSpellChecker LLC or TeamDev Management OU will not be accepted. Our banks do not recognize checks validity, thus, we will not be able to cash them.
- **ACH (Automated Clearing House) payment.**