

EMDR Kit Online – Refund & Cancellation Policy

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1. Subscription Cancellations

- **Monthly Subscriptions:** You may cancel a monthly subscription at any time via your account settings or by contacting customer support. Your subscription and access will remain active until the end of the current monthly billing period.
- **Annual Subscriptions:** You may cancel an annual subscription at any time during the subscription term. The cancellation takes effect at the end of the current annual billing cycle, and you will retain access for the remaining period.

2. Refund Policy

- **No Partial Refunds:** We do not offer pro-rated refunds or credit for remaining unused time on active billing cycles (neither monthly nor annual) upon cancellation. All payments made for active subscription periods are final and non-refundable.

3. Data Retention After Cancellation

- Following the cancellation of a paid subscription, your account settings and custom presets are retained for 90 days.
- After 90 days, EMDR Kit reserves the right to permanently delete all non-fiscal data associated with the account.
- You may download your account data at any time prior to account termination.

4. How to Cancel or Contact Support

To manage or cancel your subscription, navigate to your account settings within the platform or contact our support team via online@emdrkit.com. Requests sent by email are processed within standard business hours.