

Refund Policy

Last updated: April 10, 2026

Free Trial

Every new Lex Redactus subscription starts with a **14-day free trial**. During the trial, you have full access to all features. If Lex Redactus isn't right for you, cancel before the trial ends and you won't be charged.

Refund Eligibility

Within 7 days of first charge

If you're not satisfied after your trial converts to a paid subscription, contact us within 7 days of the first charge for a full refund — no questions asked.

After 7 days (monthly plans)

Refunds after 7 days are evaluated on a case-by-case basis. We will issue refunds for:

- Technical issues that prevent the Software from functioning on your system and that we cannot resolve within a reasonable timeframe
- Billing errors (duplicate charges, incorrect amounts)
- Service interruptions caused by us that materially impair your use of the Software

Annual subscriptions

Annual plans may be refunded on a prorated basis within the first 30 days. After 30 days, you may cancel to prevent renewal, but the remaining term is not refunded.

How to Request a Refund

Email support@lexredactus.com with:

- Your license key or the email address used to subscribe
- A brief description of the reason for the refund request
- For technical issues: your system details (OS version, app version) and a description of the problem

We will acknowledge your request within 2 business days and provide a final determination within 5 business days.

Refund Disputes

If your refund request is denied and you disagree with the decision:

1. **Request a review:** Reply to the denial email within 14 days requesting a review. A different team member will re-evaluate your case and respond within 5 business days.
2. **Escalate:** If the review does not resolve the matter, you may pursue resolution under the Dispute Resolution provisions in our [Terms of Service](#), which includes an informal 30-day resolution period followed by binding arbitration if necessary.

We are committed to fair outcomes. Most refund disputes are resolved at step 1.

Refund Processing

Approved refunds are issued to your original payment method via Stripe within 5-10 business days. Depending on your bank or card issuer, it may take an additional 5-10 business days to appear on your statement.

Cancellation

You can cancel your subscription at any time through the billing portal in your account or by emailing support@lexredactus.com. Cancellation takes effect at the end of your current billing period — you retain full access until then. We do not issue partial-period refunds for mid-cycle cancellations.

Chargebacks

We ask that you contact us before initiating a chargeback with your bank or card issuer. We respond to all refund requests within 5 business days. Chargebacks incur processing fees and may result in immediate license deactivation. If a chargeback is filed while a refund request is pending with us, we may be unable to process the refund through our system.

Contact

Billing questions? Reach us at support@lexredactus.com.