

Refund Policy For Sing For Speech©

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This policy explains how refunds and cancellations work for **Sing for Speech eProgram** (referred to as “**Program**”) subscriptions, including our 7-day free trial.

Summary — the short version

- **7-day free trial:** Try the full Program free. Cancel any time during the trial and you will not be charged.
- **Monthly plans:** Cancel any time. No refund for the current billing period, but access continues until the period ends.
- **Annual plans:** Cancel within 14 days of your first charge for a full refund. After 14 days, no refund is issued but access continues to the end of the year.
- **Technical failures:** If a verified technical issue prevented you from accessing the Program, we will issue a prorated credit or refund.
- **We never charge without notice:** You will receive a reminder email before your trial converts to a paid subscription.

1. Your 7-day free trial

Day 1: Trial begins

Full access to the Program starts. No charge is made. No payment method is required to begin your trial.

Day 4: Reminder email sent

We send you an email reminder that your trial ends in 3 days and your chosen plan will activate unless you cancel.

Day 7:

Last day to cancel free

Cancel by 11:59 PM on Day 7 and you will not be charged. Your access ends at the close of the trial period.

Day 8:

Paid subscription begins

If you have not cancelled, your first payment is charged and your subscription activates. From this point, our standard refund terms apply.

Cancelling during your free trial is always free. Visit your account settings at www.ossiamusictherapy.com and select "Cancel subscription" — no phone call or email required. You will receive a confirmation immediately.

2. Monthly subscriptions

Monthly subscriptions renew automatically on the same date each month.

- You may cancel your monthly subscription at any time through your account settings.
- **Refunds are not issued for the current billing period.** When you cancel, you retain full access to the Program through the end of the period you have already paid for.
- No further charges will be made after cancellation.
- Example: If you are billed on the 1st of the month and cancel on the 15th, your access continues through the end of that month and you will not be billed again.

3. Annual subscriptions

Annual subscriptions are billed once per year and offer a discounted rate compared to monthly billing.

- **Within 14 days of your first annual charge:** You may request a full refund. Contact us at sfs@ossiamusictherapy.com within 14 days of the charge date and we will process a full refund within 5–10 business days.
- **After 14 days:** Annual subscriptions are non-refundable. If you cancel, your access continues through the end of the annual period you have paid for and your subscription will not renew.
- The 14-day refund window applies to your initial annual purchase only. Renewal charges follow the same policy but the 14-day window restarts at each renewal date.

4. Clinician and multi-patient plans

For clinicians or practices subscribing on a multi-patient tier:

- The same free trial terms apply — the 7-day trial covers the full tier subscribed to.
- Monthly clinician plans follow the same no-refund-for-current-period policy as individual monthly plans.
- Annual clinician plans are eligible for a full refund within 14 days of the first charge.
- Downgrading from a higher patient tier to a lower one takes effect at the next billing cycle. No partial refund is issued for the difference mid-cycle.

- If you need to discuss billing arrangements for your practice, contact us at sfs@ossiamusictherapy.com

5. Technical failures and service outages

If a verified technical failure on our end — such as a prolonged service outage or a platform error — prevented you from accessing the Program for a material period of time, you may be eligible for a prorated credit or refund for the affected period.

- Contact us within 14 days of the issue at sfs@ossiamusictherapy.com with a description of the problem.
- We will review server logs and usage data to verify the issue.
- Eligible users will receive a prorated credit applied to their next billing cycle, or a partial refund at our discretion.
- Temporary outages under 24 hours do not qualify for refunds.

6. Exceptional circumstances

We understand that life is unpredictable. If you are unable to use the Program due to a serious medical event, bereavement, or other extraordinary circumstance, please reach out to us at sfs@ossiamusictherapy.com. We will review these situations individually and do our best to find a fair resolution, which may include a subscription pause, credit, or partial refund at our discretion.

We do not consider the following to be exceptional circumstances for refund purposes: forgetting to cancel before a renewal date, not using the Program during a paid period, or dissatisfaction that was not reported to us before requesting a refund.

7. How to cancel or request a refund

To cancel your subscription:

- Log in to your account at www.ossiamusictherapy.com and go to **My account > Subscriptions > Cancel subscription**
- Follow the prompts and confirm your cancellation
- You will receive a confirmation email immediately

To request a refund:

- Email sfs@ossiamusictherapy.com with your name, account email, the charge date, and the reason for your request
- We will respond within 2 business days

- Approved refunds are returned to the original payment method within 5–10 business days, depending on your bank or card issuer

8. Changes to this policy

We may update this Refund Policy from time to time. Material changes will be communicated by email and posted within the Program at least 14 days before taking effect. The policy in effect at the time of your most recent charge applies to that charge.

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