

Cancellation and refund policy

How to Cancel

To cancel, open up your project (***.userhorn.com), go to Invoices and button Cancel subscription.

Cancel a Trial

When you start your fully-featured, 7-day, free trial, we don't ask for payment information. So, there's typically nothing to cancel. You can simply let the trial expire.

That is, unless you chose to subscribe during the trial, then you'll need to cancel your upcoming subscription so you're not charged at the end.

Cancel a Subscription

To cancel your subscription, log in and go to Account (***.userhorn.com), menu Invoices, and click the aptly named 'Cancel your subscription' button. From there it's pretty self-explanatory. Once you confirm the cancellation, you will no longer be charged.

That's how to make sure your subscription is cancelled *immediately*. The other option is to send a message to support@userhorn.com from the email address associated with your **Userhorn** project account and we can cancel it for you. We'll do it. But we can't promise you we'll enjoy it.

Canceling your subscription does not delete your data. We won't delete your account unless your subscription has been expired for at least three years.

How Refunds Work

We try our best to make sure you only pay for things you actually want. If, after the 34-day free trial, you pay for an annual subscription and then decide not to use UserHorn, you can delete your account to automatically receive a pro-rated refund for the unused time. It's our *Don't Pay for Stuff You Won't Use* policy.

If you don't feel like you have more control of your money with UserHorn, and you're looking to take advantage of Money-Back Guarantee, write to us at support@userhorn.com

Further Questions?

If you have any further questions about how all of this works, please write us at support@userhorn.com. We're happy to answer any and all questions you have! Please clear up any questions *before* you hand us your credit card and subscribe. We want you knowing exactly what you're buying, with all questions answered, before you pay us any of your hard-earned money. We like our money to be hard-earned as well.