

Refund Policy

Effective Date: 15-Nov-2022

Last Updated: 15-Nov-2022

At MyITAssistant.com, we want to ensure that you are 100% happy with your purchase.

- If you have technical or sales queries, do not hesitate to [contact us](#).
- If you have attempted to resolve issues with support staff and still feel the subscription(s) you purchased does/do not best fit your requirements, we want to make things right.

Refunds

Visit the **returns page** to contact us and request a refund. Provide preferred contact options and order information to help us issue your refund quickly.

Once your refund request is received, we will notify you by email that we have received your request. We will also notify you of the approval or rejection of your refund.

If approved, MyITAssistant.com and our payment processor will submit the refund immediately and make every attempt to process the refund as quickly as possible. Your financial institution can take up to 20 days for the refund to reflect in your bank account/card. More details can be found via Stripe.com at [Customer refund processing time](#).

Overview

Our refund policy lasts **14 days from the date of subscription purchase or renewal**. If 14 days have passed since your purchase, we can't offer you a full refund.

Several types of purchases are exempt from being returned.

- Downloadable software products
- Support, consultation, administration, and development services
- Membership and setup fees

Late or missing refunds

If you haven't received a refund yet:

- Check your bank account again
- Contact your credit card company, as it may take some time before your refund posts
- Contact your bank. There is often some processing time before refund posts.

If you've done all of this and still have not received your refund, please contact us at support@myitassistant.com.

Need Help?

Contact us at support@myitassistant.com for questions related to refunds and returns.

Last Updated: 11/15/2022