



Payment Policy

The use of HelferApp products requires a payment of a onetime fee or subscription fees. This Payment Policy is incorporated into the HelferApp products Terms of Service, and applies to users who have purchased HelferApp products to access online, via PC, or through a mobile application, and to individuals whose payment details have been used to purchase HelferApp services.

1. Overview of Onetime Fees, Subscription Plans and Payments

We offer many different types of individual plans, and the specific pricing terms applicable to your account may vary depending on promotions, the type of device, the type of subscription and the term you select at the time of purchase (e.g., monthly, yearly, two-year, or five-year). In addition, our subscription plans renew automatically, as described in more detail below. If you have questions regarding your plan following your purchase, please refer to your Account page and the confirmation email sent to you after your purchase.

Both our mobile and online subscription plans are billed in one payment for the term. This means, for example, that if you purchase a monthly plan, you will be charged for the full month's payment each month; if you purchase a yearly plan, two-year plan or five-year plan, you will be charged for the entire year, two-year term or five-year term at one time. Please note that we may use a third-party payment processor to facilitate your payments.

2. Refund Policy

HelferApp product subscriptions made online except the onetime fee and the monthly plan (e.g., yearly, two-year, and five-year plans) offer a 30-day, 100% money back guarantee. You may receive a refund by contacting our Customer Service team within 30 days of your purchase. After that 30-day window, we will not provide a refund. We do not prorate refunds or offer partial refunds, and we do not offer refunds for monthly subscriptions.

For onetime fees the 100% money back guarantee is 14 days.

Please note that if you purchase a subscription through the Apple iTunes Store or our iPhone or iPad applications, the sale is final, and we will not provide a refund. Your purchase will be subject to Apple's applicable payment policy, which also may not provide for refunds.

3. Renewals

Web subscriptions, HelferApp product subscriptions made online, renew automatically using the payment details on file for your account. If you purchase a subscription with automatic renewal, you acknowledge and agree that we are authorized to use the payment information on file for the renewal fee. The date that your subscription will automatically renew is provided on your Account page and in the payment confirmation email sent after your initial purchase. You may cancel automatic renewal at any time 1 day before that date through your Account page or by contacting our Customer Service team. This will stop future subscription charges from accruing to your account. For annual, two-year and five-year subscriptions, we will refund renewal payments if you contacting our Customer Service team within 30 days after each renewal occurs. We do not offer refunds for renewal payments for monthly subscriptions.

4. Apple iTunes and Google Play Store subscriptions

HelperApp product subscriptions made through the Apple App Store or Google Play Store will be charged through your iTunes/Play Store account and renew automatically through your iTunes/Play Store account. You acknowledge and agree that we are authorized to charge you through your iTunes/Play Store account for the renewal and you will be charged for the regular price of your subscription within 24 hours prior to the end of the current term. You can turn off automatic renewal in your iTunes/Play Store account settings, but you must do so at least 24 hours before the end of the current term to avoid renewing. Refunds will not be provided for the unused portion of any term.

5. Pricing Change Policy

Our prices may change in the future. If the pricing for your subscription increases, we will notify you, and provide you an opportunity to change your subscription, before applying those changes to your account or charging your payment details in connection with an automatic renewal.

6. Payment Information

By providing payment information to us, you agree that the payment information is valid and (1) in your name or (2) in the name of an individual who has authorized you to use their payment information for your subscription purchase.

If you provide someone else's payment information, you agree that we may refund payment to that person if they so request and if the account is eligible for a refund under this Payment Policy. This may cause interruption to or termination of your HelperApp services.

This Payment Policy is valid from Nov., 1st, 2022