

# Subscription Plan Refund Exceptions Due to Applicable Law

CodeSignal is unable to provide refunds for our Subscription Plans, unless otherwise required by applicable law. This article outlines CodeSignal’s policies related to honoring refunds when required by applicable law, including requirements to submit a refund request.

## Eligible locations for subscription refunds

Depending on where you are located, you may be eligible for a subscription refund within a specific number of days (your “refund period”). We determine your location based on the country associated with your CodeSignal account.

Please note: if you sign up for a free trial, you agree that your refund period will begin on the first day of your free trial.

For learners with CodeSignal accounts in countries/regions where subscription refunds are required by law, CodeSignal will honor subscription refund requests, so long as requests are made within the country-specific refund periods. Examples of such countries/regions include the following:

<b>Country/Region</b>	<b>Refund period</b> <b>(the amount of days from the start of your subscription)</b>
Australia	7
Belgium	14
Brazil	7
Chile	10
Colombia	5
Czech Republic	14
Egypt	14
France	14
Greece	14
Hungary	14
Ireland	14
Italy	14

Israel	14
Luxembourg	14
Mexico	5
Poland	14
Portugal	14
Quebec	At any time
United Kingdom	14
Singapore	At any time
South Africa	7
Sweden	14
Turkey	At any time

### **How to submit a refund request**

If you are in a country/region where you are entitled to a refund and would like to receive such refund, you may submit a refund request to [support@codesignal.com](mailto:support@codesignal.com) before your applicable refund period concludes.

Please note that requesting a subscription refund will result in cancellation of your Subscription Plan and your access to that Subscription Plan will automatically end on the last day of your billing period.