

Refund & Cancellation Policy

Effective Date: 01/01/2026

Last Updated: 04/11/2026

1. Overview

This Refund & Cancellation Policy explains how cancellations, billing, and refunds are handled for BoardBrif subscriptions, early access offers, pilot programs, and related paid services.

2. Subscription Cancellation

You may cancel your subscription at any time through your account billing settings if available or by contacting us at the email below.

If you cancel, future renewal charges will stop. Unless otherwise stated at checkout, you will continue to have access to your paid plan through the end of your current billing period. After that period ends, your access may be downgraded, restricted, suspended, or terminated.

To avoid the next billing charge, cancel before your renewal date.

3. Refund Policy for Subscriptions

Except as required by law, subscription fees are non-refundable once charged.

This means we generally do not provide refunds for partial billing periods, unused time on a subscription, failure to cancel before renewal, or changes in your usage needs after billing.

We may consider refunds in limited circumstances such as duplicate charges, billing errors, or a verified technical issue that prevented access and could not be resolved within a reasonable time. If a refund is approved, it may be issued to the original payment method.

4. Early Access or Pilot Program Payments

If BoardBrif offers a paid early access, pilot, or beta program, the specific offer terms, including access period, pricing, and any refund terms, will be shown at sign-up or checkout. Unless otherwise stated in the applicable offer terms, early access or pilot fees are non-refundable, access may be time-limited, features may change during the program, and continued access after the program may require a paid subscription.

5. Failed Payments and Payment Issues

If a payment fails, we may retry the charge through our payment processor, mark your subscription as past due, and temporarily limit or suspend access until payment is resolved. If payment is not resolved, your subscription may be canceled or allowed to expire. We are not responsible for fees charged by your bank or card issuer, such as overdraft or foreign transaction fees.

6. Changes to Pricing

We may change subscription pricing or plan features from time to time. If pricing changes apply to your plan, we will provide notice as required by applicable law or through the billing platform before the new price takes effect. Your continued subscription after a pricing change becomes effective constitutes acceptance of the updated pricing.

7. No Guarantee of Results

BoardBrif is a software tool for analytics and reporting support. We do not guarantee funding outcomes, board approval outcomes, grant outcomes, audit outcomes, or any specific organizational result. Refunds are not provided based on dissatisfaction with business outcomes or decisions made using the Services.

8. Data Access After Cancellation or Expiration

After your subscription is canceled or expires, your access to paid features may end and we may restrict access to saved dashboards, exports, and uploaded files.

We may retain account data, uploaded files, generated outputs, and related records for up to 60 days after cancellation or expiration so that we can support account recovery requests, billing reviews, security monitoring, and normal operational processes. After that period, we may delete or anonymize the data unless a longer retention period is required or permitted for legal, security, fraud-prevention, backup, or recordkeeping reasons.

If you need a copy of your data before access ends or before the retention period expires, export it while your account is active or contact us before the end of your billing period.

9. Refund Request Process

If you believe a refund exception applies, contact us with your name, organization name, account email, date of charge, amount charged, reason for the request, and any supporting details such as screenshots or error messages. We may request additional information to review the request. Submitting a request does not guarantee a refund.

10. Chargebacks

Before initiating a chargeback with your bank or card issuer, contact us so we can try to resolve the issue. If a chargeback is filed, we may suspend or terminate access to the Services while the issue is under review, subject to applicable law.

11. Contact Information

For billing, cancellations, or refund questions, contact us at:

Email: hello@boardbrif.com

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