

TRUST & LEGAL

Return Policy

Last updated: July 6, 2026

This Return Policy explains how returns, refunds, credits and exchanges are handled for Online Psychology Studies.

No returns and no refunds. Online Psychology Studies provides digital services only. All purchases are final except where a non-waivable law requires otherwise.

1. Digital services only

Online Psychology Studies provides online access to research dashboards, study tools, assessment workflows, participant links, reports, analytics, exports and related digital services. We do not sell physical goods.

2. No returns

Because there are no physical goods, there is nothing to return. We do not accept returns, product exchanges, account-access exchanges or service-access returns.

3. No refunds, credits or exchanges

All purchases are final. We do not provide refunds, partial refunds, store credits, account credits, exchanges or compensation for:

- change of mind;
- accidental purchase;
- unused access or unused time in a billing period;
- failure to cancel before a renewal date;
- device, browser or internet connection issues outside our control;
- loss of access caused by a breach of the Terms and Conditions;
- delays caused by incorrect account, email or payment information.

Nothing in this policy limits any mandatory consumer right that cannot legally be excluded. Where applicable law requires a refund or other remedy, we will comply with that law.

4. Subscription cancellation

If subscriptions are offered, you may cancel before the next renewal date to stop future renewal charges. Cancellation does not create a refund, credit or partial credit for the current paid period. Access may continue until the end of the current paid period unless the account is suspended or terminated under the Terms and Conditions.

5. Billing errors and unauthorised transactions

If you believe a charge was made in error or without authorisation, contact us promptly at support@onlinepsychologystudies.com with the account email address, transaction date, amount and a short description of the issue. We will investigate billing errors and comply with applicable payment-card, processor and consumer-protection rules.

6. Chargebacks

A chargeback or payment dispute may result in account restriction while the matter is reviewed. Filing a payment dispute does not create an entitlement to a refund where the purchase was validly authorised and the Services were made available.

7. Contact

Support: support@onlinepsychologystudies.com

General enquiries: info@onlinepsychologystudies.com

Website: onlinepsychologystudies.com

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