

Our 90-day money-back guarantee

How to cancel and get your money back

Version 1.0. In force from 7 October 2026.

1 The guarantee

If AudieScreen isn't right for your school, tell us within 90 days of your start date, which is the day you paid, and we will refund the subscription charges you have paid, including VAT. You don't have to give a reason.

2 Who it applies to

The guarantee applies to your organisation's first AudieScreen subscription. It does not apply to renewals, or to an organisation, or a connected organisation, that has claimed it before.

3 What it covers

Subscription charges only. If you pay quarterly, it covers every instalment paid within the 90 days. It does not cover on-site services or bespoke work. A lockdown push button is covered by clause 9 of our Hardware Terms.

4 How to claim

Email accounts@audiescreen.com from your school, giving your school's name and order number, and say that you are cancelling under the money-back guarantee. We may ask why AudieScreen didn't suit you, but your refund does not depend on your answer.

5 What happens next

We will confirm the cancellation by email, close your subscription and Control access, and refund you to the original payment method within 30 days, with a VAT credit note. Please remove the AudieScreen software from your devices.

6 After the 90 days

Your subscription continues to the end of the year you have paid for. To stop it renewing, give us notice at least 60 days before your renewal date. There is no refund for the rest of a year, except as set out in the Subscription Terms.

7 Charged in error

If you have been charged in error, contact us and we will refund the incorrect amount promptly.

This page summarises clause 8 of the AudieScreen Subscription Terms. If anything here differs from the Subscription Terms, the Subscription Terms apply.