

Sculoo Cancellation Policy

Last Modified: 5/26/26

This Cancellation Policy ("**Policy**") is a binding agreement between you ("**End User**" or "**you**") and **EdTechQuest, LLC** ("**Company**"). This Agreement applies to you and your user's ("**User**") purchase and use of **Sculoo** (the "**Platform**").

BY DOWNLOADING, USING, OR PAYING FOR THE PLATFORM, YOU (A) ACKNOWLEDGE THAT YOU HAVE READ AND UNDERSTAND THIS POLICY; (B) REPRESENT THAT YOU ARE THE PARENT OR LEGAL GUARDIAN OF THE USER USING THE DEVICE AND PLATFORM; AND (C) ACCEPT THIS AGREEMENT AND AGREE THAT YOU ARE LEGALLY BOUND BY ITS TERMS. IF YOU DO NOT AGREE TO THESE TERMS, DO NOT ALLOW YOUR USER TO DOWNLOAD OR USE THE PLATFORM AND DELETE IT FROM YOUR USER'S DEVICE(S).

1. General.

(a) The Company is committed to providing high-quality educational software that supports your User's learning and growth. If for any reason you are not completely satisfied with your purchase of the Platform, this Policy will govern the cancellation and potential refund for the Platform.

(b) Please read this policy carefully to understand our policies and practices regarding the cancellation of the Platform services. If you do not agree with our policies and practices, your choice is to not use our Platform. By accessing or using this Platform, you agree to this Policy. This Policy may change from time to time. Your continued use of this Platform after we make changes is deemed to be an acceptance of those changes, so please check the Policy periodically for updates.

2. Subscription Cancellations.

Individual subscribers may cancel subscriptions by providing written notice via email to support@sculoo.com. Cancellations will take effect at the end of the current billing cycle unless otherwise required by law or separate written agreement.

(a) If a cancellation request is made within fourteen (14) days of initial purchase, a full refund will be issued.

(b) After fourteen (14) days, refunds are prorated based on unused time, minus administrative and processing costs.

3. Individual Parent or User Accounts. Parents or guardians who have directly purchased access for their User may cancel their subscription by contacting support@sculoo.com. Refund eligibility is determined by the date of cancellation request as described in Section 2.

4. No Refunds for Misuse or Policy Violations. Refunds are not available if access is terminated due to violation of our Terms of Use, End User License Agreement, or Privacy Policy.

This includes but is not limited to unauthorized sharing, misuse of user data, or inappropriate content submission.

5. Refund Processing. Approved refunds in compliance with this Agreement will be issued to the payment method on file with the Company within ten (10) business days of approval. You will receive a confirmation email once the refund has been processed.

6. Force Majeure and Service Interruptions.

The Company is not responsible for any delay, interruption, degradation, or failure of the Platform caused by events or circumstances beyond the Company's reasonable control ("**Force Majeure Event**"). Force Majeure Events include, but are not limited to: acts of God; natural disasters; fire; flood; severe weather; epidemics or public-health events; power or utility outages; acts of war, terrorism, or civil unrest; labor disputes; failures or delays of internet or telecommunications providers; denial-of-service attacks or other malicious acts; failures of third-party hosting or cloud-service providers; changes in applicable law; or any other event that makes delivery of the Services commercially impracticable.

If a Force Majeure Event prevents or materially delays the Company's performance, the Company's obligations will be suspended for the duration of the event and resume once performance becomes possible. No refunds, credits, or extensions of subscription terms will be issued for unavailability or interruptions caused by a Force Majeure Event, and such events shall not constitute a breach of this Agreement or grounds for termination.

The Company will use commercially reasonable efforts to restore access to the Platform once the Force Majeure Event has resolved, but the Company will not be liable for any loss, damage, cost, or inconvenience arising from such events.

7. Contact Information.

For questions, cancellations, or refund requests, please contact:

Billing Department – EdTechQuest, LLC

Email: support@sculoo.com

Address: 11248 Blackwalnut Pt, Indianapolis, IN 46236

Please include your account email, order ID (if applicable), and a description of your request.

This policy is subject to change. Any updates will be posted on the Platform and communicated to schools or account holders. Continued use of the Platform following changes to this policy constitutes acceptance of the revised terms.