

AI Project Analyzer™ Refund Policy

Glen Lewis Media

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All sales final policy for digital software licenses

ALL SALES ARE FINAL. NO REFUNDS EXCEPT AS REQUIRED BY APPLICABLE LAW OR EXPRESSLY APPROVED UNDER THIS POLICY.

1. Scope

This Refund Policy applies to purchases of AI Project Analyzer™ Standard Edition and Professional Edition software licenses from Glen Lewis Media or through an authorized merchant-of-record/payment platforms. This policy is incorporated into the Terms and Conditions and is intended to be displayed conspicuously before purchase.

2. Digital Product / Immediate License Delivery

AI Project Analyzer™ is a digital software product. After purchase, the buyer may receive immediate access to a download, activation key, license information, and/or activation capability. Because the product is digitally delivered and license credentials can be used immediately, all sales are final unless an exception below applies.

3. No Refunds / All Sales Final

Unless required by applicable law or expressly approved by Glen Lewis Media, refunds, exchanges, credits, cancellations, or returns are not provided for:

- Buyer remorse, change of mind, or purchase made without reviewing the product page.
- Failure to review edition differences, system requirements, license terms, activation requirements, hardware-locking terms, or refund terms before purchase.
- Inability to use the software because of unsupported hardware, operating system, security settings, administrative restrictions, third-party software conflicts, or customer environment issues not caused by Glen Lewis Media.
- Failure to use the software, lack of time to use the software, or determining after purchase that the software is not needed.
- Requests made after the activation key has been delivered, disclosed, downloaded, used, attempted to be used, or activated, except where required by law or expressly approved.
- License violations, attempted circumvention of activation/security controls, unauthorized sharing, resale, transfer, or use on more computers than permitted by the EULA.

4. Limited Exceptions

Glen Lewis Media may review a refund request and may approve a refund, replacement key, reactivation, or other remedy in its discretion, including when:

- A duplicate charge occurred for the same customer, same product edition, and same intended license quantity.
- A fraudulent or unauthorized charge is confirmed through the merchant of record, payment provider, or card/payment network.
- The purchased product was not delivered and reasonable delivery or support attempts did not resolve the issue.
- A license activation failure caused by Glen Lewis Media, the merchant of record, or the license-management system cannot be reasonably corrected after support review.
- Applicable law, payment-network rules, or merchant-of-record requirements require a refund.

5. Merchant-of-Record Refund Handling

If the purchase is processed by an authorized merchant-of-record/payment platform, that platform may apply its own fraud, chargeback, risk, erroneous-charge, or legally required refund procedures. A refund processed by the merchant of record may result in deactivation, termination, or revocation of the related software license and activation key.

6. How to Request Review

1. Before requesting a refund, contact support using the support email address or support URL listed on the AI Project Analyzer website or purchase confirmation.
2. Include the order number, product edition, purchase email address, date of purchase, activation status, and a clear description of the issue.
3. Allow Glen Lewis Media a reasonable opportunity to troubleshoot delivery, installation, activation, or license issues before any refund determination is made.
4. Do not initiate a chargeback without first contacting support unless the charge is clearly fraudulent or unauthorized.

7. Effect of Refund

If a refund, reversal, or chargeback is issued, the related license may be deactivated, terminated, or blocked. You must stop using the software and delete all copies in your possession if the license is refunded, revoked, or terminated.

8. California Law

This Refund Policy is governed by the laws of the State of California, United States, without regard to conflict-of-law principles. This policy is intended to be clearly and conspicuously displayed before purchase. Any dispute relating to this policy will be subject to the governing-law and venue provisions stated in the Terms and Conditions and EULA, except where applicable law requires otherwise.

9. Contact

For refund questions, activation issues, duplicate-charge review, or delivery issues, contact Glen Lewis Media at support@glenlewismedia.com.