

# MindSetPlay Refund Policy

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At [andrewlong.com](https://andrewlong.com), LLC d.b.a. MindSetPlay, we strive to ensure that our users are satisfied with the services we provide. We offer flexible subscription options and understand that sometimes you may need to cancel your subscription. This refund policy explains our procedures for handling subscription cancellations and refunds.

## Cancellation Policy

You may cancel your MindSetPlay subscription at any time. Cancellations can be done with our payment partner Stripe through the “Manage Subscriptions” link on our website. Once your subscription is canceled, you will lose access to any premium features that require an active subscription, including advanced and master-level guided exercises and coach chat features.

## Refund Policy

If you cancel your annual subscription before the end of your billing cycle, you are entitled to a prorated refund based on the time remaining in your subscription. The refund will be calculated based on the unused portion of your subscription period.

## Refund Process

Refunds will be processed per Stripe’s standard policies.

If you have any questions or need assistance with canceling your subscription or receiving a refund, please contact our support team at [mindsetplay@andrewlong.com](mailto:mindsetplay@andrewlong.com).