

TheSiteAudit.com — Refund Policy

Effective: August 07, 2025

1. Scope

This policy applies to purchases of the digital audit report ("Report") sold on TheSiteAudit.com for USD 24.99. Each Report is generated automatically after payment and delivered via secure link to the email address you provide at checkout.

2. 7-Day Satisfaction Window You may request a refund within seven (7) calendar days of your purchase date ("Review Period"). After Day 7, all sales are final.

3. Eligibility Criteria

A refund will be granted if any one of the following conditions is met:

- Non-Delivery – You did not receive the download link within 1 hour and our support team cannot provide a working link within 24 hours of your written notice.
- Technical Failure – The PDF will not open or is blank/corrupted, and we cannot regenerate a usable copy within 24 hours.
- Material Data Error – The Report clearly references a domain/URL other than the one you entered, or key metrics are demonstrably mismatched due to a system error.
- Duplicate Charge – You were accidentally charged more than once for the same audit.

Not eligible: dissatisfaction with content after successful download; missing hypothetical features; SEO changes that occur after the Report was generated.

4. How to Request a Refund

Email support@thesiteaudit.com from the address used at checkout and include:

- Order ID (found in your receipt)
- The audited domain/URL
- A brief description of the issue (e.g., "no link received," "file won't open," "wrong domain in report")

We respond to every request within one business day.

5. Resolution

Approved refunds are processed to the original payment method via Stripe within 3-5 business days. Declined requests will include a clear explanation and, when possible, an offer to provide a corrected Report or additional assistance at no charge.

6. Chargebacks

If you initiate a payment-processor dispute before emailing us, we may treat the dispute as final and forego manual assistance. Please contact us first—most issues are resolved in minutes.

7. Changes to This Policy

We may update this policy periodically. The version posted on TheSiteAudit.com at the time of your purchase governs that purchase.

Questions? Email support@thesiteaudit.com — we're here to help.