REFUND POLICY

LearnArmenia

Effective Date: 19.10.2026

1. Scope

This Refund Policy applies to LearnArmenia Pro purchased on the website learnarmenia.com (including app.learnarmenia.com) and paid by bank card through ACBA Bank OJSC.

It forms part of our Terms of Service. The seller is **Private Entrepreneur Ilia Konovalov**, TIN 72988616, Republic of Armenia.

Purchases made inside the Android or iOS applications are processed by Google Play or the Apple App Store, and refunds for them are handled by the respective store under its own rules. We can explain how to request such a refund, but we cannot issue it ourselves.

2. Refund Within 14 Days

2.1 You can request a full refund of a website purchase within **14 calendar days** from the date of payment, without giving a reason.

2.2 When the refund is issued, Pro access bought with that payment ends. Your account, learning progress, and saved items are kept; the account returns to the free plan.

2.3 The 14-day refund is available for one purchase per account. If the same account has already received a refund under this section, later purchases can be refunded only under Section 3.

3. Refund at Any Time

Regardless of the 14-day period, we refund the payment in full, or the unused part of the paid period where stated, if:

3.1 you were charged more than once for the same purchase, or charged an amount different from the price shown at checkout;

3.2 the payment was made without your authorization (in this case, please also contact your bank);

3.3 Pro was not activated on your account after a successful payment and we could not fix this within 3 business days of your request;

3.4 a technical fault on our side made the main Pro features unavailable to you for more than 7 days in a row — the unused part of the period is refunded;

3.5 we permanently discontinue Pro or terminate your account for reasons other than your breach of the Terms of Service — the unused part of the period is refunded.

4. When a Refund Is Not Available

Outside the cases in Sections 2 and 3, the remaining part of a paid period is not refunded, including when you simply stop using the Service. If your account is suspended or terminated because you broke the Terms of Service, no refund is due.

5. How to Request a Refund

5.1 Write to **help@learnarmenia.com** from the email address of your LearnArmenia account, or use the support form at learnarmenia.com/support.

5.2 Please include the account email, the date and amount of the payment, and, if available, the order number from the payment confirmation. Do not send full card numbers.

5.3 We reply within **3 business days**.

6. How and When the Money Is Returned

6.1 Refunds are made only to the same bank card used for the payment, in the currency of the payment. We cannot refund to another card, account, or in cash.

6.2 After a refund is approved, we submit it to ACBA Bank within **5 business days**.

6.3 The time it takes for the money to appear on your card depends on your card's issuing bank and is usually **from 5 to 30 business days**. If your card is in another currency, the amount is converted by your bank, and the converted amount may differ from the original charge because of exchange rates.

6.4 We do not charge any fee for a refund.

7. Payment Disputes

If you believe a payment is incorrect, please contact us first — we can usually resolve it faster than a chargeback through your bank. Opening a chargeback does not stop you from also contacting us.

8. Contact

Seller: Private Entrepreneur Ilia Konovalov, TIN 72988616

Refunds and support: help@learnarmenia.com

Legal inquiries: info@learnarmenia.com