
Help Center / Individual training

Refund policy

When individual purchases can be refunded, and how subscriptions are handled.

For: Administrators, Individual learners · Updated October 27, 2026 · <https://hipaacertify.com/support/article/refund-policy>

Individual courses

You can get a **full refund within 5 days** of purchase **if no course in the purchase has been started and no certificate has been generated**. Opening a course counts as starting it.

After 5 days, or once a course is started or a certificate is generated, individual purchases aren't refundable, except where required by law.

To request a refund, [contact us](#) with the email you used and the date of purchase.

Organization subscriptions

Subscription fees aren't refundable except where required by law. You can [cancel](#) any time to stop future charges. You keep access until the end of the period you've paid for.

The full terms are in section 4 of our [Terms of Service](#).

Need more help? Visit <https://hipaacertify.com/support> or contact us at <https://hipaacertify.com/contact>.