Refund policy

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

For: Administrators, Individual learners · Updated November 16, 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.

Downloaded Nov 16, 2026 — check the link above for the latest version.