

PsycCareers Refund Policy

PsycCareers, the online job board platform hosted by APA Services, Inc. (APASI) and powered by Madgex, is committed to providing high-quality service to employers and job seekers. To ensure transparency and consistency, the following refund policy applies to all purchases made through the PsycCareers platform.

REFUND ELIGIBILITY

Refunds may be issued under the following circumstances:

- Duplicate transactions or accidental overcharges.
- Technical issues that prevent a job posting from being published or displayed correctly.
- Cancellations **requested in writing within 2 business days** of job posting and/or upgrade credit being utilized (i.e. job description form submission) or job scrape going live.

NON-REFUNDABLE ITEMS

The following are **not eligible** for refunds:

- Job posting credits, upgrades and/or job scrapes utilized (i.e. job description form submission) **more than 2 business days** prior to the written request.
- Packages or bundles once any job posting credit included in the bundle has been used **outside the 2-business-day cancellation window**.
- Any cancellation requests **not made in writing**.

REFUND REQUEST PROCESS

To request a refund, users must contact PsycCareers support at jobpostings@apa.org within 2 business days of the associated job posting and/or upgrade credit being utilized (i.e. job description form submission) or job scrape going live. Requests must include:

- The company name, user name, and email address associated with the PsycCareers account used to make the purchase.
- A brief explanation of the issue.
- Any supporting documentation, if applicable.

REVIEW AND APPROVAL

All refund requests are subject to review by the PsycCareers team. Approved refunds will be processed within **10 business days** and issued to the original payment method.

POLICY OVERSIGHT

The PsycCareers Team is responsible for overseeing this policy. Any exceptions are subject to the discretion of the Senior Manager of PsycCareers Operations.