Billing: year one, renewal and refunds

Account, billing & support · https://schoolyland.com/docs/billing-year-one-and-renewal/

Your purchase was a **one-time payment** covering platform setup and a full first year of the accompanying services. Nothing renews automatically unless you explicitly set it up that way.

What the one-time payment covered

- The platform itself: built, licensed, connected and delivered, and yours forever.
- **Year one of services:** site hosting, all premium plugin licenses, the email sending package, video hosting, async support, monthly maintenance (core, plugin and theme updates to stable versions), and the AI layer.

Payment is processed by PayPal; an invoice/receipt is sent to your account email for every charge.

What happens at the end of year one

Toward the end of your first service year we email you with your options. Renewal is an **active choice**, with no surprise charges:

1. **Renew everything**: one flat annual fee covering all the services above, at the rate displayed for your account. Founding members keep their locked founding rate, permanently, including future renewals.
2. **Renew individual components**: only what you need (e.g. hosting and licenses, without the rest).
3. **Don't renew**: your platform keeps working. It stops receiving updates, support and the included services, and you can migrate it to any external hosting. If it's on our hosting and the renewal isn't settled, a **14-day grace period** applies during which the platform stays live for you to migrate. Download a full backup before the end of your paid period if this is your plan.

If you did set up a recurring annual renewal, it renews automatically each year; cancel it in writing at least 30 days before the renewal date.

Refunds

- **Before you submit the intake form:** cancel anytime for a full refund.
- **If we're late:** if your platform isn't delivered within 14 days after your form is complete and your domain is pointed (and the delay is ours), you may cancel for a full refund.
- **After delivery:** the package fee is non-refundable. The service is sold to businesses, and the working platform is delivered in full, so please ask your presale questions before buying; we answer quickly at Contact.
- **Renewals:** periods already charged are non-refundable; cancel before the renewal date to avoid the next charge.

Price changes

If a price change ever affects your renewal, you'll know at least 30 days in advance by email. Founding-member commitments displayed at purchase (like a locked renewal rate) are honored as displayed.

Where to see your numbers

Your orders, invoices and renewal details are in your customer portal. Anything unclear about a charge: open a ticket from the portal and we'll walk you through it. Full legal detail: Terms of Service, sections 4, 6 and 8.

Updating your payment method

If the card you pay with was replaced, blocked or expired: My Account → Payment methods, add the new card and make it default. If the update fails (which can happen when a card was cancelled for fraud), don't keep retrying: open a ticket and we'll fix the billing side directly. If a renewal payment doesn't go through, your platform stays live during a 14-day grace period while you sort it out.