

Last updated: September 29, 2025

At OnWord Stories (operated by Sparkstone Investments LLC), we want you to feel confident in your purchase. If you are not satisfied with your subscription, we offer the following refund and cancellation terms.

Within 14 Days

- New customers may request a **full refund within 14 days of their initial purchase** if they are unsatisfied for any reason.
- To be eligible, the account must show **light usage**, defined as:
 - No more than **5 stories generated**, and
 - No more than **60 minutes of total reading activity** logged.
- Accounts that exceed these thresholds are considered to have fully used the service and are **not eligible** for a refund.

After 14 Days

- After the first 14 days, **we do not offer refunds** for any partial or unused subscription periods.
- If you cancel, your subscription will remain active until the end of the current billing period, and **no further charges will be made**.

How to Cancel

- You may cancel your subscription at any time by logging into your account and visiting **Settings → Billing → Cancel Subscription**, or by emailing our support team at **info@onwordstories.com**
- After cancellation, you will retain access to OnWord Stories until the end of your paid period.

Technical Issues or Billing Errors

- If you experience technical issues or were charged in error, please contact our support team within **3 days** of the charge.
- We will review your case and, if appropriate, issue a full refund or credit.

Contact Us

For refund or cancellation requests, please contact our support team at:
info@onwordstories.com

Summary Table

Time Since Purchase	Usage	Eligible for Refund?
0–14 days	≤ 5 stories and ≤ 60 minutes	 Yes
0–14 days	> 5 stories or > 60 minutes	 No
14+ days	Any usage	 No