# Honorlock

To ensure a smooth and efficient process for refund requests, students must use the Honorlock support chat bubble to initiate their request. When contacting support, students must provide the exam name, course name, instructor name, and the date of the exam. This information is essential for the support team to verify eligibility and process the refund accurately.

The following criteria must be met for a student to be eligible for a refund:

A.  A payment was made, but no exam was taken with the Honorlock extension and proctoring.
B.  Technical issues related to the Honorlock extension prevented an exam from being started, continued, or completed.
    a.  This does not apply to network connectivity issues.
C.  A student is requesting a refund for a single pay exam so they can switch to the course pay option. Course payment needs to be made before the refund can be processed.
    a.  Students that have purchased a single exam license within 30 days of the same semester are entitled to this refund request.
        i.  If no exams are left to make course pay, the student can only be refunded up to the amount of the course pay.
D.  A student was granted a payment exemption from their school.
    a.  These requests must be made by the instructor of the course in order for Honorlock Support to approve the refund request

If the refund request meets the above criteria, the agent will inform the student that it has been approved. It may take 5 - 10 days for the purchase to be refunded into the account from which the purchase was made. If a manager is not immediately available for the request, have the student submit an email to support@honorlock.com.

In the email the student should include the exam name, the name on the card used if different from the student's, and any justification for the refund.