

Refund Policy

Last revised: 7 October 2026.

Oakstone PC Care (the Windows application) has its own documents: License Agreement and Terms, Refund and Cancellation Policy and Privacy Policy for the application (all effective 6 October 2026). Those documents govern the application, your account and any subscription; this page covers this website.

We believe in transparent and fair pricing. Our Refund Policy is designed to ensure you are satisfied with our assistance.

No Charge Before Approval

The initial session review and consultation are completely free. We will never charge you before you have approved the service plan and cost.

Consent-Based Billing

Charges are only applied after you have given explicit consent to proceed with a paid service. We ensure you understand the costs involved before any work begins.

Refund Eligibility

If you are not satisfied with the assistance provided, please contact us within 24 hours of the session completion. Refund requests are evaluated on a case-by-case basis. We aim to resolve any dissatisfaction promptly.

Exclusions

Refunds are generally not provided once a service has been successfully completed and the user has confirmed the resolution during the session. Fees for completed labor are non-refundable.

Oakstone PC Care Subscriptions

This section applies only to the Oakstone PC Care software subscription. Refund terms for our technical-support services are unchanged and are set out above.

- The seven-day trial requires no payment card, and nothing is charged for it.
- Paid subscriptions (\$5.99 per month or \$49.99 per year) renew automatically until cancelled.
- 14-day refund on your first purchase. Your first Oakstone PC Care subscription payment, monthly or yearly, can be refunded in full if you request it within 14 calendar days of purchase. No reason is required, and using the application does not by itself disqualify you.
- Renewals. Renewal payments do not carry that change-of-mind window, but billing errors, unauthorised charges and your statutory rights remain covered.
- Payments. Prices are in US dollars plus any taxes shown at checkout; payments are processed by Stripe. To cancel or request a refund, email info@oakstoneassist.com or call 1-888-606-7273 (Monday to Friday, 9:00 AM to 5:00 PM Eastern Time). Full details are in the Oakstone PC Care Refund and Cancellation Policy.

- You can cancel online at any time. Cancelling stops future renewals; access continues until the end of the period already paid for.
- Any statutory cancellation or withdrawal rights that apply where you live are preserved and are not limited by this section.

Software section last revised: 7 October 2026.

Disclaimer: Oakstone Technologies LLC (OakstoneAssist) is an independent third-party provider of remote technical support and is not affiliated with Microsoft, Apple, Google, or any other brand. Services are provided only with user consent, including remote device access. All services and fees are clearly explained and approved before work begins. We do not guarantee issue resolution and are not liable for any data loss or system issues.

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