

HeartMath® App Subscription and Billing

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Billing and subscriptions are **all managed through the App store** customers purchased the app from. The financial relationship for the app is between the customer and the App store they purchased it from. We do not have a way to refund, discount or intervene in this financial relationship.

1. What price will my clients be charged for subscription/renewal?

When we launch subscription in November 2023 the price will be \$79 USD per year, globally. There will be no monthly subscription. There are no special offers for different groups of people as had been originally planned.

For those who purchase the Coherence Plus Sensor they will receive lifetime subscription to the app.

The price you will be charged when your subscription automatically renews depends on how you subscribed. Prices are subject to change.

- If you subscribed via **Apple**, [check out this helpful article](#).
- If you subscribed via **Google Play**, [check out this helpful article](#).

2. What is the price for a HeartMath subscription?

\$79 USD annual subscription

3. Are there different types of subscription at launch (Nov 2023)?

No, just one subscription level and only for an annual subscription.

4. How can people turn off the auto-renew feature or cancel my subscription?

The only way you can turn off the auto-renew feature is to cancel your subscription.

Cancelling your subscription steps can differ, depending on where you subscribed – either the Apple App Store or Google Play Store. **Please review below to see the steps that apply to you:**

If you purchased your subscription **via Apple App Store:**

1. Open the Settings app on your cell phone
2. Tap on your name
3. Tap "Subscriptions"
4. Select the HeartMath subscription
5. Tap "Cancel Subscription" to disable it from auto-renewing at the end of the current billing cycle

If you purchased your subscription **via Google Play Store:**

1. Open the Google Play Store
2. Tap Menu (3 small horizontal lines) next to "Google Play"
3. Tap Subscriptions
4. Find the subscription you want to cancel
5. Tap Cancel

5. If someone purchased their subscription via the Apple App Store and they want a refund, what can they do?

Unfortunately, here at HeartMath, we don't have access to Apple's App Store's subscription or billing details to cancel or refund these purchases. We do apologize.

Apple App Store has a separate system for billing and payment information, we kindly ask that you visit the Apple App Store customer care department for more information as for your account status and to arrange a refund: <https://support.apple.com/contact> or by calling their [support number in your region](#).

In the meantime, please [GO HERE](#) to view steps on how to cancel your subscription and/or to ensure your subscription is canceled via your Apple device.

6. What happens if someone has a subscription through Apple and then they buy a new phone which is an Android. Do they have to buy the annual subscription again?

The subscriptions are managed by their login credentials, they are not associated to the device. So a user can have a single subscription and use it on an iPhone and an Android (or as many supported devices as they wish). subscription/access is managed by us, not the App Store or Google Play.

7. What happens if someone gets a subscription and then purchases a sensor with a lifetime subscription associated with it?

Unfortunately, the app store's do not refund any purchases. So in this case, the individual already paid for that year and cannot get a refund. When they connect their sensor for the first time, their lifetime subscription is activated and they are encouraged to cancel their subscription so it does not auto-renew.

8. What happens if someone has a free trial and then purchases a sensor?

They will have to cancel their subscription so it doesn't move into a paid version within the 7-day period or they will be charged for the subscription and there is no way to get a refund. When they connect their sensor for the first time, their lifetime subscription is activated.

9. Can people use old Inner Balance sensors with new app?

Yes, the sensor works with the new app. People will sign-up for a subscription in order to use the app regardless of what sensor they use.

10. How does the free trial work?

When people select the 7-day free trial in the app, they will be given full access to the app. This begins a financial relationship with the app store. Once the 7-day period is over, their credit card on file with their App Store will be charged. Any refund, cancellation or other request is done through the App Store. This is not a HeartMath policy, it is just how the app stores operate. People have the 7 days from launch to cancel their subscription.

