



CANCELLATION POLICY

How to cancel an order:

1. Click on the order number (hyperlinked text) in your Active Order Tracking box to open the order page.
2. Write a note telling us you want the order cancelled within the "Notes to Admin/Editor" box and click "Alert WSR". You must click "Alert WSR" for us to receive the message.

If you have any concerns about your cancellation, feel free to email us at info@writesciencerright.com to be doubly sure.

How to change an order:

DO **NOT** CREATE A NEW REPLACEMENT ORDER. If you do, it could be assigned to another editor, and you will have two editors working on the same document. Ack! Simply tell us exactly what needs to be changed. The best way to do this is by email (info@writesciencerright.com) with a request for recipient read confirmation. If you are adding additional or replacement documents for editing or reference, include them as attachments. We are happy to adjust your order according to your updated needs. We will continue a dialogue with you until the change is instituted and confirmed.

Understanding our cancellation policy:

If you submit an order (or a duplicate order) accidentally, it can be cancelled quickly and easily.

Submitted orders are assigned to editors within 24 hours. When your order has been assigned, its status will advance to "received" status. Editors retrieve their assignments within 36 hours of assignment, which advances the order from "received" to "working" status. For regular orders, the progression to working status could take anywhere from 8 hours to 4.5 days. Once the order is in working status, the editor could start spending time on your order at any moment, depending on their schedule. If you cancel an order after it has progressed to working status, you might owe nothing (if they have other assignments ahead of yours) or you might owe a percentage of the invoice in relation to how much time has been spent thus far.

Rush orders are processed more quickly at every stage. We assign them before regular orders. Editors complete rush orders first. If an editor receives a rush order while working on a regular order, they will stop working on someone else's paper to work on yours. As a result, the timeline in which you could potentially cancel a rush order is condensed.

What you are paying for is the editor's time, which unfortunately, is not something they can ever have back. Please understand that editing, like many services, is a very human-dependent process. A human being with extensive education and experience is dedicating a substantial amount of their time to

provide this individualized service for you at your request with your guarantee of payment (confirmed in the order form).

Your document is your intellectual property and we keep it in full confidentiality regardless of the circumstances. The work a WSR editor does for you is of no value to anyone except you. We cannot take it and sell it to someone else like when you return a sweater to a store. Moreover, when an editor is working on your paper, they are not working on papers from other clients. So not only is the editor's valuable time on the table, but other clients' timelines are affected.

We sincerely want to be fair to all parties involved. We have no interest in spending time on documents that are not wanted. If you ever find yourself needing to cancel, please do it ASAP so that the least possible damage is caused.