

General FAQs

1. Evaluations

After I purchase a license, do I need to reinstall the software?

There is no need to reinstall the application after the purchase of a commercial license for the on-premise/server version of the WebSpellChecker application. In order to upgrade the license from trial to permanent, you have to [reactivate](#) the license to apply for an extended period of software validity.

Can I evaluate a product for free before purchasing it?

Yes, you can evaluate the Cloud version of the WebSpellChecker products for free during 14 days and the WebSpellChecker Server version during 30 days accordingly.

WebSpellChecker Server

In order to get an evaluation copy of the application, [sign up for a trial version](#) from our website.

WebSpellChecker Cloud Services

Unlike the Server version of the WebSpellChecker application which provides the full set of the products, with WebSpellChecker Cloud Services each product is provided as a separate subscription. Thus, before subscribing, you need to choose which product you plan to integrate and use.

There are four types of products available:

- WebSpellChecker Proofreader (WProofreader)
- SpellCheckAsYouType (SCAYT)
- WebSpellChecker Dialog (WSC)
- WebSpellChecker Web API (Web API)

As soon as you defined which type of the product you need, you can [subscribe to a trial version](#) from our website accordingly.

If you are interested in evaluation of an additional language in a bundle of Cloud Services subscription, you can choose the appropriate language during your subscribing to the trial version. Evaluation of an additional language or a specialized dictionary is limited to 14 days.

How do I extend my server product evaluation?

By default, we do not offer extensions of an evaluation period for WebSpellChecker Cloud Services or WebSpellChecker Server. The trial period (14 days for Cloud, and 30 days for Server version) gives enough time to integrate and evaluate the functionality of the WebSpellChecker products.

2. Pricing and Discounts

Are there any discounts for government organizations or academic institutions?

WebSpellChecker doesn't offer any discounts to government organizations or academic institutions. To use WebSpellChecker software, you need to purchase commercial licenses.

Does WebSpellChecker offer any discounts?

By default, WebSpellChecker doesn't offer any discounts for WebSpellChecker Server or WebSpellChecker Cloud Services. Our goal is to build reliable and quality products available at the best price and to treat every customer equally. The prices are available for everyone so there's no guessing or uncertainty around what you're buying and how much it costs.

We do provide various integrations where you can use the free version of the WebSpellChecker products which are provided as a part of WebSpellChecker Cloud Services:

- WebSpellChecker (WSC) and SpellCheckAsYouType (SCAYT) plugins for CKEditor. Both plugins are shipped integrated by default with [CKEditor 4.0+](#)
- WProofreader plugin for WordPress
- WebSpellChecker App for Slack

The free versions of the above-mentioned products have certain limitations and provided with banner ads. To avoid limitations and get rid of the banners, you need to migrate to the paid version.

Does WebSpellChecker offer reseller discounts?

Yes, we do have a special discount program for our resellers. To find out more about the program, please reach [our sales team](#).

How much do WebSpellChecker products cost?

The up-to-date pricing information is available on the [Pricing](#) page of our official website.

3. Ordering

Do you accept purchase orders?

WebSpellChecker LLC is happy to reference a PO number on a quote or invoice for your internal tracking and record keeping if it is required. However, we do not accept purchase orders as a form of payment nor the terms and conditions commonly associated with purchase orders. We provide fully functional evaluation licenses for you to use while payment is being arranged. We are able to keep our prices low by offering a standard [Software License Agreement](#) to all our customers and do not offer commercial credit.

Our payment terms are Net30, and we accept payment by bank transfer, PayPal, and credit card. Details can be found on the first page of an invoice. Once payment is received in full, we will issue the license keys and email the nominated billing and technical contacts.

How can I make changes to a quote?

You need to contact the WebSpellChecker sales team and specify which updates are required. Depending on the changes required, our sales team might provide you with a new quote.

How do I request a quote/invoice?

In order to request a quote or an invoice, please contact our sales team by specifying your order information.

What is the process for ordering WebSpellChecker products?

Here is how you can order the WebSpellChecker products:

- You may purchase the licenses or subscribe to the services directly from our official website. If you order from our website, you will be prompted to pay with a credit card or using a PayPal account. As soon as the payment is received, you will receive an e-mail confirmation with the license(s) or subscription information.
- If you prefer submitting the payment via a wire transfer and have a formal invoice, you need to contact our [sales team](#) by specifying the items that you would like to purchase.

The license and source downloads (if applicable) will only be made available online when a full payment is confirmed.

What solution should we choose?

The Server licensing is the optimal choice for the companies with enhanced security requirements, since it allows all the proofreading requests to be processed within your own servers. The Cloud plans eliminate your infrastructure and maintenance costs for proofreading engine, ensuring quick start within your current setup.

If you still hesitate about the licensing option, feel free to [get in touch](#) with us. We will be happy to schedule a call with you to discuss the most suitable solution for you.

4. Payments & Refunds

Can I get a refund after purchasing a server product license?

According to Commercial License Fees and Warranties clauses of our standard [Software License Agreement](#), you have an option to request a refund of your commercial server license up to 30 days after the original date of purchase. However, such a refund option is possible only in case WebSpellChecker software breaches the given warranty.



Upon the 30-day period after the original date of purchase, refunds will not be available.

To request a refund within 30 days of payment, please contact our [sales team](#).

Can I get a refund for WebSpellChecker Cloud Services?

The refunds for WebSpellChecker Cloud Services are only available within the first paid month after the evaluation period for monthly subscriptions and within 30 days of payment for annual subscriptions. After these periods the refunds are not offered.

To cancel your evaluation/subscription for WebSpellChecker Cloud Services, follow the instructions below:

1. Log in to your WebSpellChecker account.
2. Go to the **Subscriptions** section, open the required subscription and click the **Cancel** button to request the cancellation of your subscription.

WebSpellChecker Cloud Services subscription will be terminated at the end of the current billing cycle, and your credit card will not be charged again. No credit is offered for canceling an account prior to the end of a billing cycle.

Separately, the subscription is considered terminated upon non-payment at the end of the current billing cycle.

To request a refund during the first month of paid service (following an evaluation) or within 30 days of payment for an annual subscription, please contact our [sales team](#).

Can I sign up for automatic renewals of my WebSpellChecker Cloud subscription?

At the moment an automatic renewal of annual service subscription is not available for WebSpellChecker Cloud Services. To prolong the subscription for one year, log in to your WebSpellChecker account, open the required subscription and click **Renew Now**.

How can I pay an outstanding invoice?

You can pay an outstanding invoice by a credit card using our secure online payment form or any of the other accepted payment methods (for example, PayPal or bank transfer). You can also find complete payment details on the first page of an issued invoice or [contact our sales team](#) for detailed instructions.

Which payment methods are accepted, and what are your payment terms?

All the international payments to WebSpellChecker LLC, are processed by our official reseller in Estonia, [TeamDevManagement OU](#) (VAT #EE101929 530).

The next following payment methods are accepted:

- **Credit card.** For credit card payments we use PayPal payment system. PayPal supports a large number of credit cards, including Visa, MasterCard, American Express, Discover, JCB, Diner's Club and EnRoute. Depending on your processor, Payflow Pro also supports level 2 and level 3 Purchasing Cards (P-Cards). Check cards or debit cards with either a Visa or MasterCard logo are supported and treated just like a credit card.
- **PayPal**
- **Bank transfer.** The wire transfer payment can take up to 7-14 business days for bank transfers to clear through our banking facilities. You can email your remittance advice to info@webspellchecker.net.

WebSpellChecker's payment terms for WebSpellChecker Cloud Services are strictly NET0, the payment terms for the WebSpellChecker Server, Maintenance Renewal or the additional software are NET30. In both cases the license key(s) or subscription(s) details will only be made available after full payment is received. If you have placed your order but find that you are waiting for your organization to make the payment, you can [contact us](#) and request a fully-functional evaluation license key to help you cope with any bureaucratic delays.



The following payment methods are not supported and cannot be accepted:

- **Check.** Any check which will be mailed to WebSpellChecker LLC or TeamDev Management OU will not be accepted. Our banks do not recognize checks validity, thus, we will not be able to cash them.
- **ACH (Automated Clearing House) payment.**

5. Software Maintenance

How can I buy more than one year of maintenance?

When purchasing a server license, maintenance renewal, or upgrade you may select up to three (3) years of maintenance to purchase alongside the license(s). To prolong the maintenance contact us via the [sales form](#).

How can I get the most recent version of the application?

WebSpellChecker Cloud services

Customers who are using the WebSpellChecker Cloud Services are always pointed to the latest version of the application. All the updates and maintenance are performed on your side.

WebSpellChecker on-premise/server application

Customers who purchased and using the on-premise version of the WebSpellChecker application can upgrade to the most recent version of the application. However, such an upgrade is possible only for customers with an active [Maintenance Agreement](#). In order to receive the latest builds with the application, please send your request via the [contact us](#) form or write directly to support@webspellchecker.net.

You can monitor the news about our releases on your [blog](#) and check the details about released items in our [change log](#).

How can I renew my maintenance agreement?

All server licenses include one year (12 months) of software maintenance – access to new software releases/enhancements, dictionaries updates, our professional support team, critical bug fixes, and security patches. Beyond this initial period, we strongly encourage renewing your software maintenance annually. The software maintenance renewals commence from the expiration of your active maintenance period, regardless of when the maintenance renewal is purchased. We recommend renewing at least 30 days before expiration to ensure you can upgrade to new releases and get technical assistance at any time.

WebSpellChecker usually sends a no-obligation quote 30 days before the maintenance is to expire on a license. You can request a quote at any time by contacting our [sales team](#).

What are the minimum hardware requirements?

Please check our [Installation requirements](#) to get the the minimum hardware requirements for the WebSpellChecker Application.

What benefits do I get on the maintenance agreement renewal?

On the renewal of the WebSpellChecker Maintenance Agreement you will receive the latest WebSpellChecker version with the following benefits:

- Provision of the new features and constant software improvements including security enhancements;
- Technical Support from the WebSpellChecker team, including the following:
 - Provision of guidance and troubleshooting in connection with: (i) installation and downloads; (ii) replacing a previous release with a new release of the Software, (iii) migrating the license key and Software to a new piece of Hardware.
 - Provision of assistance related to the Software functionality and basic problem resolution.
 - Answer to the Licensee's "how to" questions related to the standard Software usage.

In order for your software maintenance to remain active year-round, you must purchase it annually.

What happens when the included maintenance agreement ends?

All server self-hosted licenses are perpetual, meaning the product will continue to operate the same way as it does before and after the maintenance period expires. After the first 12 months, your software maintenance will expire and you will no longer be able to receive technical support or software updates. Renewing your [Software Maintenance Agreement](#) is done purely at your discretion and can be renewed in advance of your maintenance expiration to ensure uninterrupted access to support and software updates.



Maintenance renewals for server self-hosted licenses commence from the date the previous maintenance period expires, regardless of when the maintenance renewal was purchased.

When does software maintenance start?

- **New server license:** All server licenses include one year (12 months) of software maintenance – access to new software releases /enhancements, dictionaries updates, our technical support team, critical bug fixes, and security patches. Your 12 month software maintenance period will commence from the date of an invoice or payment.
- **Maintenance renewal for a server license:** Your one year (12 months) of software maintenance will commence from the expiration date of the previous maintenance period, regardless of when the maintenance renewal was purchased.

6. Support

Can I request a feature?

Yes, we are open to consider adding new features to our products if there might be interesting and useful for the rest of our customers. If you need a certain customization specific to your web-system, you may consider a special [custom development service](#) from our team. Such a type of the service is provided for an additional fee.

What is guided installation service?

The guided installation is a screen sharing session between the client and WebSpellChecker technical teams. During this session, the WebSpellChecker tech team will guide the client team through the installation process step-by-step, answer any product-related questions and troubleshoot the issues related to the product.

Does support offer installation services?

Yes, we do offer paid installation services for our customers who really want to use our products but are not technically skilled enough to do the installation themselves. Such a paid installation service costs **\$150.00** per hour.

In order to perform the installation of the WebSpellChecker application, we generally require **FTP** access to your web-system where WebSpellChecker should be integrated. Usually it takes us from 30 minutes and 4 hours to perform an installation depending on the complexity of the web-system.

[Reach us](#) find our more about what paid installation services cover and what additional information is required from your side.

Do I have access to support?

The technical support from the WebSpellChecker team is available for our paid customers only, e.g. customers who use the Server version of the WebSpellChecker application must have an active Maintenance Agreement.

The standard technical support covers the following:

1. Provision of guidance and troubleshooting in connection with:
 - a. installation and downloads;
 - b. replacing a previous release with a new release of the software,
 - c. migrating the license key and software to new hardware.
2. Provision of assistance related to the software functionality and basic problem resolution.
3. Answer "how to" questions related to the standard software usage.

Do you offer custom development services?

Any updates in behavior of the WebSpellChecker products that are not implemented by default such as changes in user interface, application interface, modification of the product's flow and whatsoever are considered as additional features. They could be developed by the WebSpellChecker technical team in terms of "Custom Development Service".

Custom Development Service is offered for an additional fee of **\$150.00** per hour. The object code developed in terms of Custom Development Service is WebSpellChecker LLC's intellectual property. The WebSpellChecker team doesn't guarantee implementation of all the requested additional features.

If you would like to have more information about Custom Development Services, please [contact us](#).

How do I contact support?

The technical support services are available only for customers who have an active Maintenance Agreement or using the paid subscription to WebSpellChecker Cloud Services. The following support means are provided:

Email	support@webspellchecker.net	
Contact us form	Contact us form on the WebSpellChecker website.	
Phone	+1 (917) 259-1071	We will be able to answer your phone call within technical support business hours . If you are trying to reach us outside our support please leave your voicemail indicating the reason of the call and how we can get back to you.
Live chat	Live chat on the webspellchecker.com website	Live chat is active within technical support business hours . If you are trying to reach our live chat outside our technical support business hours , you can send an offline request describing your request.
Screen sharing call	Zoom screen sharing tool, or Google Meet.	The time and date of the screen sharing call and tool to be used should be arranged beforehand. Such an option is only available for the customers who are using the Server version of the WebSpellChecker application and have an active Maintenance Agreement.

The support queries are possible at any time. For this purpose, you need to send a request or leave a voicemail indicating the problem. The WebSpellChecker team ensures a response via phone or email within one business day during the [technical support business hours](#).

How soon can I expect a response to my support request?

The WebSpellChecker team ensures response within one business day during the technical support business hours.

In order to speed up the process of the issue resolution, it is recommended to provide the detailed information about the issue and clear steps how it can be reproduced.

What are support's business hours?

10:00 a.m. – 7:00 p.m. GMT+3 (Daylight Saving Time) or GMT+2 (Standard Time) from Monday to Friday excluding official Ukrainian holidays. The Technical Support Services outside these hours may be provided for an additional fee at rate of **\$150.00** per hour and must be arranged for ahead of time.

You can find more information about support and maintenance terms and conditions in **Appendix 3. Support Services Addendum** to [Software License Agreement](#).

7. Licensing

How do I add a supported language?

Cloud-based version

As a holder of a Cloud-based subscription to one of the WebSpellChecker products, you may select and enable any language from the supported list taking into account the number of languages allowed in the subscription plan.

The initial set of languages enabled for a subscription is formed during signup. Then **you may add more languages using [additional languages form](#)**. To confirm selection, you need to sign in and confirm the order.

How is the Cloud usage calculated?

The Cloud subscription is limited to the number of processed words during a year, no matter their correctness level. The number of words depends on the Cloud plan. For example, the Basic/Starter package includes up to 200 million words processed per year. The services calculate the total number of words which were processed, no matter their correctness level.

How is WebSpellChecker Server licensed?

WebSpellChecker commercial server license entitles you to:

- Install WebSpellChecker on a single instance (server) in a production or non-production environment. The server licenses are hardware-based.
- Use of software for a specific term.
- Software maintenance for one year (12 months) including updates and technical support.

Refer to [WebSpellChecker Software License Agreement](#) for more details.

What are the Terms of Service?

Refer to the complete [Terms of Service](#) for the Cloud services for details.

What are the terms of use for the WebSpellChecker Server?

Refer to [WebSpellChecker Software License Agreement](#) for the complete list of terms and conditions for downloading, installing, and using the Server version of the WebSpellChecker software.

What will happen if I end up exceeding the usage limit of my subscription plan?

If you end up exceeding the limit, the service will stop working. However, our team monitors the usage, and notify customers beforehand with the proposal to purchase another set of words. In this case, the price depends on the potential customer usage (per year) and the price of the appropriate usage plan.

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