

Frequently Asked Questions

Questions from new customers:

[How can I be sure of my privacy?](#)

Once you register with our website, you are assigned a specific Client ID and that together with your order instructions are the only two things visible for our writers. We take privacy very seriously and understand that you expect us to. Our support agents are the only ones who have some access to the information you provide in order to be able to contact you with any questions regarding your order and payment. Take a look at our [Privacy Policy](#) for any questions you may have.

[What is "Authorization"?](#)

We do everything possible to protect our clients from fraud, and that is why we need to authorized that our customers are real people and that their credit card isn't used to make an order at PaperHelp.org by anyone else other than card-holders.

We have several types of authorization: email authorization, phone authorization and (in some cases) credit card authorization. Remember that our services may be refused to unauthorized customers. For more, please read our [Authorization page](#).

[Where is my authorization code?](#)

We use a two-step authorization to protect your account. Therefore, authorization codes are sent via email and SMS. (Note that codes provided via email and SMS are different). We require you to provide your mobile number. What you have to do is to key in the codes in the Personal Control Panel. It is also important to ensure that your mobile device can receive SMS messages. Our Customer Support Representatives will provide you with any assistance to ensure that you have enjoyable experience with the company.

[How can I place an order?](#)

Head to the order form on our website and fill it in with as many details as possible. Fill out all the necessary fields to proceed to secure payment.

[I just uploaded the information. When will you find a writer?](#)

Once you pay for your order, we will immediately start looking for the best writer to work on it. When the writer is assigned, you will see the status bar indicate "Writer assigned" in your control panel.

[Do you have discounts?](#)

We are committed to the provision of excellent services at affordable prices. It is our conviction that each student should afford professional help. For this reason, we offer multiple discounts as well as provide our clients with pleasant rewards through the refer-a-friend program. To receive a percentage-based discount, contact the members of our Customer Support team. To find out more about [PaperHelp discount codes](#), refer to the Prices page.

What types of works can you do?

No matter whether you need an academic or business writing, we can do any type of paper for you. If your order seems complicated, [place an inquiry](#) and we will let you know if a writer is available.

Do you complete online assignments?

If you upload the instructions of the assignment for us, our writer will be glad to send you the completed order. We cannot login to complete the order online though.

How can I pay for my order after the delivery?

Unfortunately, the pay-after-delivery option is not available. We specialize in the delivery of pre-paid writing services; therefore, you have to reimburse a writer for their work in advance. However, it doesn't mean that you have to worry about the timely order delivery and the quality of writing. Thousands of our customers are satisfied with both attention and papers they receive each year, and there's a very good chance that you will be satisfied, too!

Do you offer the money back guarantee option, in case something goes wrong?

Our professional team of experienced writers who will work on your order exists to ensure that nothing goes wrong. In case you decide that some changes are required, we will be more than glad to offer you three free revisions. In the off chance something goes wrong with your order, we act in accordance with our Money Back Guarantee policy, which provides you with the comfort of knowing that you can get a 100% of your money back. However, our dedication to customer satisfaction and loyalty helps to ensure that you will be always satisfied with the quality of our services. To find out the specifics of our refund and revision policies, go to the [Money Back Guarantee](#) and [Revision Policy](#) pages.

How much will my order cost?

The prices for all orders depend on the complexity of the selected type of paper, deadline, academic level and the amount of pages/slides/problems that are required. We understand that being a student is hard and that is why we have a flexible bonus program, which gives back up to 15% for your orders and a referral program, which can actually help you earn money with us.

What if my paper is plagiarized?

It is not possible because our writers provide you with absolutely unique papers. Our quality assurance department functions as an extra layer of security by double checking every paper through several plagiarism systems before even sending it to you. Any materials used for the orders are properly cited and referenced.

How can I be sure that a paper I pay for is unique?

We specialize in the delivery of custom written papers that are 100% original. Therefore, we guarantee that all content you receive has been written from scratch.

What if I'm not satisfied with my paper?

If, for some reason, you find a discrepancy between the delivered service and your quality expectations, you can always expect a free revision to reconcile the difference. The number of free revisions is limited to three. For more information, refer to our [Revision Policy](#) page.

Can you complete my order in MLA format?

Of course! We regularly complete orders in APA, MLA, Chicago, Harvard, and Turabian formatting styles. But if you have any specific type of format that the writer needs to follow, just sent it in and our writer will create your order in accordance with it.

When will my paper be ready?

Your paper will be ready by the deadline you indicate in the order form. In case you need the paper earlier or later, you can update your deadline by contacting our support agents. We try to deliver the paper a bit before the deadline, so that you have enough time to check it and ask for any changes if needed.

Can I add additional materials to my order?

After filling up the order form, you can use your Personal Control Panel to communicate with your writer. The communication presupposes high-speed delivery of messages and files. In fact, it is highly recommended to supply a writer with as much details about the assignment as possible. The system allows you to attach up to 20 MB of files in the most popular formats. If you are experiencing difficulties with adding a file to your message, please contact our Customer Support team via instant chat. Alternatively, send the additional materials directly at support@paperhelp.org. Don't forget to indicate your order number in the 'subject' field.

Are title and references pages free?

Yes! They are included in the total cost of the order. No extra payment needed!

How will I receive my paper?

You will first receive your paper as preview version in the form of a picture. Once you are happy with the preview version, you can approve the order and download the final paper in doc/docs/ppt/pptx/csv or any specific format that you indicated when placing the order. You can also send the completed order to your email free of charge.

Is it possible to choose your best writer to do my paper?

You have a chance to choose from four possible types of writers for your paper: "Regular writer", "TOP writer", "My previous writer" or "Advanced writer". To be sure that one of our best and most experienced writers will work on your paper, you should choose "TOP writer" in the order form. Our hiring practices help to ensure that all of your papers will be written by real professionals regardless of the choice of a writer. Nonetheless, by selecting the TOP writer option you will get a chance to cooperate with one of our best employees.

Can I ask for a specific writer to complete my order?

Definitely! You can ask for any of your previous writers to complete any order with a deadline of 24 hours or more. We can also try contacting the requested writer on a shorter deadline, but

cannot guarantee that he will be able to drop everything and start working on it. You can also choose among our Advanced or TOP writers by adding the corresponding extra to your order.

What do I get with VIP customer service?

By ordering the VIP customer service extra your order gets a top priority for our team. A specific team of VIP Client Managers, the best of our support team monitor your order and you also receive SMS-notifications about any updates directly to your phone.

Do I need an Editor's Check?

When you order a paper, the writer prepares and proofreads it for you for any grammatical errors or typos. If you want your paper to be additionally checked by a professional editor, this extra is exactly for you. This way you can significantly improve its quality.

Is the table of contents/outline included in total cost?

If you need this page to be included into your paper, you need to add a separate Table of Contents/Outline extra to your order for an additional fee. You can do it in your control panel on the order page or ask our Support Customer Manager to add it for you.

Questions from our regular customers:

I forgot my password! How can I log in?

If you can't remember your password, go to the Login tab and select the 'Forgot your password' option to restore it. Then, enter an email associated with your account and follow instructions in a message we'll send you.

If you are having difficulties, you can always contact one of our Customer Support Representatives who will assist you.

Who will work on my order?

Our freelance writers come from all walks of life and are primarily from English-speaking countries such as the United States of America, Great Britain, New Zealand, Canada, and Australia. All of them hold either, BA, MA, or PhD degrees in their respective fields of specialty. To be certain that we are dealing with real professionals, all writers have passed a series of rigorous tests.

How can I check the understanding of instructions by my writer? Can I contact them?

To guarantee that you and your writer are on the same page, we've created an intuitive messaging system. Just log in to your account at Paperhelp.org and use the Messages section under your order to send a direct message to either Customer Support Representatives or to the writer. For safety reasons, it is not allowed to communicate with the writer via email or phone.

When will you deliver my paper?

Your order will be delivered to your account on our website within the time frame that you set. Please note that you will save more money if you provide us with a longer deadline. This way, the writer will also have more time to revise your document, if one is required. Also, the chosen deadline is for the first draft of your paper. If you need a revision, a new deadline needs to be agreed on.

My order is late! What can I do?

Please contact our support agents by chat or phone right away. Perhaps the writer has already uploaded your work and it is just not yet visible for you. In case your writer is late, which happens rarely, we will contact him/her right away and let you know when we will be able to upload the paper for you. If at this point you no longer need the paper, you qualify for a 100% refund.

I want to make sure my paper is completely original. Can I do that?

Yes. Simply add the Plagiarism Report extra to your order and we will generate a plagiarism report using Web Check. But no need to worry. We will check the paper through several plagiarism detection systems even if you don't order the plagiarism report for your order.

Can I ask for a revision if I'm not happy with the preview version?

Yes, of course you can. You will see a "Send for Revision" button in your control panel. Or you can simply contact support and send your detailed revision instructions in a message on your order. Once your order is on revision, the writer will complete the needed changes and update the completed work.

I also need a professional abstract for my paper. Can you do that?

Yes, you can comply request the abstract extra to be added to your paper and the writer will complete the abstract in addition to your order.