# The import service is free, correct?

We offer the basic start-up import of your family and student data for FREE, provided your files are sent in a suitable format. Because converting and uploading your data is a time consuming and laborious process, we ask that your data be clean and complete. This greatly speeds up our ability to convert and upload your data quickly. Requests for re-imports ("re-do's") are handled on a case-by-case basis. Understand that first-time imports for new customers take priority placement over requests for re-imports.