



WEBSITE POLICY: REFUND POLICY

Welcome to Lead Connector CRM! Our goal is to provide excellent service and a seamless user experience. This template is designed to help SaaS agencies outline a clear and detailed refund policy for their product or service.

Refund Policy Overview

Lead Connector CRM provides users with access to an All-In-One marketing software, designed to streamline sales and marketing tasks for businesses. The software includes features such as Contact Manager (CRM), Email Marketing, SMS, Outbound Calling, Call Tracking, Call Recording, Form Builder, Survey Builder, Funnel Builder, Website Builder, Online Scheduling, Automation Campaigns, Reporting, and more, collectively referred to as "**Lead Connector**".

2. Eligibility and Timeframe

- 30-Day Full Refund: New customers can request a full refund within the first 30 days of their initial subscription for **Lead Connector CRM**. To request a refund, email billing@clrsolutions.net to cancel your subscription within this period.
- Refunds After 30 Days: After the initial 30-day period, all payments are nonrefundable, and no credits are provided for partially used subscriptions. Access to Lead Connector CRM continues until the end of the current billing cycle upon cancellation.
- Abuse of Refund Policy: We retain the right to decline refunds for individuals who abuse this Refund Policy.

3. Refund Procedure

- Refund Request: To request a refund, email billing@clrsolutions.net with the subject line "Refund Request." Use the registered **Lead Connector CRM** account email address for this request.
- Refund Authorization Form: Our billing team will acknowledge the receipt of the refund request within **7** business days and, if applicable, authorize the refund. Users will be provided with a Refund Authorization Form.
- Refund Processing: Refunds will be processed within **7** business days from the date of authorization. The refund amount, calculated based on the policy and minus any relevant transaction fees, will be communicated to the user via email.

4. Refund Restrictions

- Fraudulent Activity: We reserve the right to deny refunds if fraudulent activity or misuse of our product is suspected.
- Non-Refundable Charges: Refunds are not available for any charges beyond the initial purchase, including but not limited to monthly subscription fees, add-ons, or upgrades.

5. 30-Day Money-Back Guarantee

- New Customer Eligibility: This guarantee applies to new customers initiating their subscription with us. It allows them to request a refund of subscription fees within the first 30 days if they are unsatisfied with the service.
- Existing Customer Limitations: Existing customers who have been with us for more than 30 days and choose to upgrade or downgrade to any Lead Connector CRM Plan, even with a new contract, are not eligible for this guarantee.

6. Account Termination and Data

Termination Request: To terminate your Lead Connector CRM account, email billing@clrsolutions.net. All data associated with your account will be permanently deleted upon termination.

7. Unused Credits and Features

- Non-Refundable Unused Features: Unused features from your subscription plan are not eligible for a refund.

- Non-Refundable Credits: Any credits remaining in your account are non-refundable.

8. SMS and Email Usage Fees

Non-Refundable Usage Fees: Any fees associated with SMS and email usage, including telephony charges, text messages (SMS), and emails, are non-refundable.

9. Notification of Refund Authorization

Transparency Commitment: An official email notification will be sent to the registered **Lead Connector CRM** account email address upon the formal authorization of a refund, confirming the initiation of the refund process.

10. Authorized Payment Method

Valid Payment Method: Users must maintain a valid payment method on file with Lead Connector CRM to cover all fees. The Authorized Payment Method will be charged for applicable fees.

11. Payment Agreement

- Payment Terms: By purchasing **Lead Connector CRM**, users agree to pay the specified amount for the selected plan at the time of purchase.
- Payment Frequency: Users can opt for monthly or annual payments based on the plan selected.
- Upgrades and Downgrades: Users can upgrade or downgrade their plan at any time, and the new payment plan will take effect immediately.
- Cancellation and Responsibility: Users are responsible for any remaining balances upon cancellation, whether they use Lead Connector CRM or not.
- Pricing Changes: Lead Connector CRM reserves the right to modify pricing and payment terms at any time. Users will be notified of such changes on our website and via email.