

Return policy for Worksmail:

Worksmail Return & Refund Policy

Last Updated: 10/25/2024

At Worksmail, we are committed to providing high-quality email and communication solutions for your business. We understand that circumstances can change, and we aim to make our refund process as transparent and fair as possible.

1. Service Cancellations

For Monthly Subscriptions:

- Cancellations can be made at any time
- Refunds are prorated based on unused service days
- Cancellation will take effect at the end of the current billing cycle
- Any unused credits will be refunded to your original payment method within 5-7 business days

For Annual Subscriptions:

- Cancellations within first 30 days: Full refund minus any transaction fees
- Cancellations after 30 days: Prorated refund based on unused months
- A 10% administrative fee may apply to annual subscription refunds

2. Eligibility for Refunds

Refunds are available in the following circumstances:

- Service unavailability due to technical issues exceeding 24 hours
- Billing errors or duplicate charges
- Cancellation within the first 30 days of a new subscription (money-back guarantee)
- Unused prepaid services

Refunds are not available for:

- Setup fees
- Domain registration fees
- Custom development work
- Used or partially used services
- Cancellations after the 30-day money-back guarantee period

3. How to Request a Refund

To initiate a refund request:

1. Contact our billing department at billing@worksmail.co
2. Provide your account details and reason for the refund
3. Include any relevant documentation or evidence
4. Allow 2-3 business days for review
5. Processing Time
 - Standard refunds: 5-7 business days
 - International transactions: 7-14 business days
 - Refunds will be issued to the original payment method
5. Service Continuity
 - During the refund process, your service will remain active until the end of your current billing cycle
 - All data should be backed up before service cancellation
 - Access to all services will be terminated once the cancellation takes effect
6. Special Circumstances

We understand that unique situations may arise. For special circumstances not covered by this policy, please contact our customer service team for assistance. We will review each case individually and work to find a fair solution.

7. Policy Changes

Worksmail reserves the right to modify this refund policy at any time. Any changes will be communicated via email and posted on our website.

Contact Information: For any questions about our refund policy or to request a refund:

- Email: billing@worksmail.co
- Phone: +2347046183903
- Hours: Monday to Friday, 9:00 AM - 5:00 PM WAT

Customer Satisfaction Guarantee: Your satisfaction is our priority. If you're not completely satisfied with our services, please contact our support team, and we'll work to resolve any issues promptly.