

Acme Corp – Refund and Billing Policy

1. Overview

This Refund and Billing Policy applies to all Acme Corp subscription products and services. It defines eligibility criteria, timelines, and exceptions for refunds and billing adjustments.

All customers are responsible for reviewing this policy prior to purchase.

2. Subscription Billing

Subscriptions are billed in advance on a monthly or annual basis depending on the selected plan.

Charges are automatically renewed unless the customer cancels before the renewal date.

- Monthly plans renew every 30 days.
- Annual plans renew every 12 months.
- Invoices are issued electronically to the registered email address.

3. Refund Eligibility

Refunds may be issued under limited circumstances as outlined below. Eligibility is determined based on plan type, usage, and the timing of the request.

- Refund requests must be submitted within 14 calendar days of the original charge.
- The account must show less than 20% feature usage during the billing period.
- Only the most recent billing cycle is eligible for review.

4. Non-Refundable Scenarios

Certain charges are explicitly non-refundable regardless of usage or timing.

- Accounts terminated for violation of terms of service.
- Add-on services and one-time setup fees.
- Requests submitted after the 14-day refund window.

5. Processing Timeline

Approved refunds are processed back to the original payment method.

- Credit card refunds: 5–10 business days.
- Bank transfers: up to 15 business days.
- Customers will receive confirmation once processing begins.