

DigiSoft Support and Refund Policy

1. Support Channels - Email support available to all customers.
  - Live chat available to Pro and Enterprise customers.
  - Phone support available only for Enterprise subscriptions.
2. Response Times - Standard support: within 8 business hours.
  - Pro: within 4 business hours.
  - Enterprise: within 1 business hour, 24/7 coverage.
3. Refund Policy - Monthly subscriptions: eligible for refund within 7 days of purchase.
  - Annual subscriptions: eligible for refund within 14 days of purchase.
  - Refunds are processed back to the original payment method within 10 business days.
4. Cancellations Users may cancel subscriptions anytime through their account dashboard. Services remain active until the end of the billing cycle.