Subscription Cancellation Policy

Policy ID: POL-004

Category: Subscription

Document Version: 1.0

Effective Date: July 11, 2025

Department: Customer Success

# 1. Policy Overview

This policy governs refunds for subscription cancellations, ensuring fair treatment based on cancellation reason and timing within the billing cycle.

# 2. Cancellation Refund Guidelines

Pro-rated refunds for subscription cancellations. Full refund if cancellation is due to service issues. No refund for voluntary cancellations after 30 days of service.

# 3. Refund Calculation

Pro-rated refunds are calculated based on unused service days:  
• Daily rate = Monthly subscription / Days in month  
• Refund amount = Daily rate × Unused days  
• Minimum refund: $5.00  
• Processing fee may apply for voluntary cancellations

# 4. Cancellation Categories

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| --- | --- | --- |
| Cancellation Reason | Refund Type | Processing Time |
| Service Issues | Full refund | 24 hours |
| Billing Problems | Full refund | 24 hours |
| Voluntary (within 30 days) | Pro-rated refund | 3-5 business days |
| Voluntary (after 30 days) | No refund | N/A |
| Contract Breach | Case-by-case review | 5-7 business days |

# 5. Customer Retention

Before processing cancellation refunds, customer success teams attempt retention through:  
• Service plan adjustments  
• Temporary billing holds  
• Additional support and training  
• Discount offers for continued service