

Company Policy Handbook

Refund Policy

We offer a 30-day money-back guarantee on all software purchases. To request a refund, contact support@company.com with your order number. Refunds are processed within 5-7 business days. The refund will be issued to the original payment method used for the purchase.

Shipping Options

We offer the following shipping methods:

- Standard Shipping (5-7 business days) - Free
- Express Shipping (2-3 business days) - \$15
- Overnight Shipping (1 business day) - \$35

International shipping available to most countries with rates calculated at checkout.

Support Hours

Our support team is available:

- Monday-Friday: 8 AM - 8 PM EST
- Saturday: 10 AM - 4 PM EST
- Sunday: Closed

Emergency support available 24/7 for Enterprise customers.

Privacy Policy

We take your privacy seriously. We collect only the information necessary to provide our services and never sell your data to third parties. All data is encrypted in transit and at rest. For more details, see our full privacy policy at company.com/privacy.

Account Management

You can manage your account settings at any time by logging into your dashboard. This includes updating billing information, changing your plan, and managing team members. To close your account, contact our support team.