

# Acme Corp – Customer FAQ & Policies

## About Acme Corp

Acme Corp is a software company that provides subscription-based SaaS products for small and medium-sized businesses. Our services are available globally and are designed to help teams manage their workflows efficiently.

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## Frequently Asked Questions (FAQ)

### 1. What services does Acme Corp provide?

Acme Corp provides cloud-based software solutions for task management, team collaboration, and reporting. Our platform allows users to create projects, assign tasks, track progress, and generate reports.

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### 2. What is your refund policy?

Acme Corp offers a **7-day refund policy** from the date of purchase. If a customer is not satisfied with the service, they may request a refund within 7 days. Refunds are processed within 5 to 7 business days after approval.

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### 3. Do you offer free trials?

Yes, Acme Corp offers a **14-day free trial** for all new users. No credit card is required to start the free trial.

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### 4. Do you support international customers?

Yes, Acme Corp supports customers worldwide. Our platform is accessible from any country with an active internet connection.

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## 5. How can I contact customer support?

Customers can contact Acme Corp support by:

- Email: **support@acmecorp.com**
- Support portal available inside the application

Support is available Monday to Friday, from 9 AM to 6 PM (UTC).

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## Account & Security Policies

### 6. How is user data protected?

Acme Corp uses industry-standard security practices to protect user data, including:

- Encrypted communication
  - Secure authentication
  - Regular system monitoring
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### 7. Can I cancel my subscription at any time?

Yes, customers can cancel their subscription at any time from the account settings page. After cancellation, access will remain active until the end of the billing cycle.

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## Usage & Access Rules

### 8. How many users can an organization have?

There is no fixed limit on the number of users an organization can have. Pricing is based on the selected subscription plan.

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### 9. Is my data shared with other companies?

No.

Each organization's data is strictly isolated and is never shared with other customers.

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## Legal & Compliance

### 10. Are refunds available for annual plans?

Refunds for annual plans are evaluated on a case-by-case basis and are subject to approval by Acme Corp.

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## Last Updated

This document was last updated on **January 2026**.