

# 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](mailto: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**.