

MailSpark Refund Policy

At MailSpark, we are committed to providing excellent AI-driven email marketing solutions for e-commerce businesses. If for any reason you are not satisfied with our service, we encourage you to review our refund policy outlined below.

1. Eligibility for Refunds

- Subscription Services: MailSpark offers a monthly or annual subscription for its services. Refunds for subscription services will only be provided under the following circumstances:

- (a) You requested a refund within 7 days of the initial subscription payment for a monthly plan.
- (b) You requested a refund within 14 days of the initial payment for an annual plan.
- After these periods, subscriptions are non-refundable for the remainder of the billing cycle.

- Renewals: Renewal payments are non-refundable. If you do not wish to renew your subscription, you must cancel your account prior to the renewal date to avoid future charges.

2. Non-Refundable Circumstances

Refunds will not be granted in the following cases:

- If you have exceeded the refund eligibility period (as outlined above).
- For partial months of service or for unused features.
- If MailSpark has terminated your account for a violation of our Terms of Service.
- If issues arose from factors beyond MailSpark's control (e.g., User error, failure to comply with instructions, third-party platform issues).

3. Requesting a Refund

To request a refund, please contact our support team at [support@mailspark.com] with the following information:

- Your account email address.
- The reason for your refund request.
- Any relevant supporting documentation (e.g., proof of a billing error).

Refund requests will be reviewed within 5-7 business days, and if approved, refunds will be processed back to the original method of payment within 10 business days.

4. Billing Errors

In the case of a billing error or duplicate charge, please notify us immediately at [support@mailspark.com]. We will investigate the matter, and if the error is verified, we will promptly issue a refund or credit.

5. Chargebacks

If a chargeback is initiated for a legitimate subscription charge, MailSpark reserves the right to terminate your account and any ongoing services. To avoid such issues, we encourage you to contact us to resolve any payment disputes before initiating a chargeback.

6. Cancellations

- You may cancel your subscription at any time by logging into your account and following the cancellation instructions. After cancellation, you will retain access to the service until the end of your billing cycle.
- No refunds will be provided for partial months of service following cancellation. Please make sure to cancel before the next billing cycle to avoid additional charges.

7. Changes to the Refund Policy

MailSpark reserves the right to modify or update this Refund Policy at any time. Any changes will be posted on this page, and the "Effective Date" will be updated accordingly. Continued use of the service following such changes constitutes acceptance of the revised Refund Policy.

Contact Information

If you have any questions or need further clarification regarding our Refund Policy, please contact us at:

MailSpark Support Team
Email: [support@mailspark.com]