

# **TechNova Solutions Pvt Ltd**

## **Official Company Policy & Subscription Guide (2026 Edition)**

This document outlines the official policies, subscription methods, pricing packages, products, refund policy, and compliance guidelines of TechNova Solutions Pvt Ltd.

# 1. Company Overview

TechNova Solutions Pvt Ltd is a cloud-based SaaS company providing AI-powered business automation tools. The company operates globally with headquarters in Lahore, Pakistan.

## 2. Products Offered

- SmartCRM – AI-powered customer relationship management system.
- NovaAnalytics – Business intelligence and reporting platform.
- AutoMailer Pro – Automated email marketing solution.
- LeadBoost AI – AI-based lead scoring and prediction engine.
- SecureCloud Vault – Encrypted document storage platform.

### 3. Subscription Packages

- Starter Plan – \$19/month – Includes SmartCRM (basic), 5GB storage, email support.
- Professional Plan – \$49/month – Includes SmartCRM (advanced), NovaAnalytics, 50GB storage, priority support.
- Business Plan – \$99/month – All products included, 200GB storage, dedicated account manager.
- Enterprise Plan – Custom Pricing – Unlimited storage, custom integrations, 24/7 support.

## 4. Subscription Methods

- Online Payment via Credit/Debit Card (Visa, MasterCard, American Express).
- Bank Transfer (for Enterprise customers only).
- PayPal international payments.
- Annual billing option provides 15% discount.

## **5. Refund & Cancellation Policy**

Customers may request a refund within 14 days of subscription activation. Refunds are processed within 7 business days. Enterprise subscriptions are non-refundable after contract signing. Users may cancel subscriptions anytime via dashboard settings.

## **6. Data & Security Policy**

TechNova Solutions follows ISO 27001 compliance standards. All user data is encrypted using AES-256 encryption. Two-factor authentication (2FA) is mandatory for Business and Enterprise plans.

## **7. Customer Support Policy**

- Starter Plan – Email support within 48 hours.
- Professional Plan – Priority email support within 24 hours.
- Business Plan – Live chat + email support within 12 hours.
- Enterprise Plan – Dedicated account manager + 24/7 phone support.