



Business Services FAQ

Updated on 11th June 2021

- **Will I get any training to use the template**

The instructions to use the templates are provided along with the template. There won't be any separate session or support provided for the same.

- **Can I go through the templates before purchasing them**

The highlights of the content of the templates are available on the payments page. You can check the link before purchasing it.

- **How long will it take to get access of the templates**

You shall receive the relevant templates within 1 working day of making the payments in the inbox of the email id provided while making the payment

- **What should I do if I have made the payments and not received the templates**

Please drop us an email at consulting@cloudcounselage.com with the payment reference/ details and we shall definitely sort the issue

- **Can I make changes to the templates**

The templates are designed based on general requirements. However, you can make changes to suit your requirements after downloading them. Please note that we would not guarantee the effectiveness of the templates after they are modified to suit your requirements, as it might impact any formulae

- **Can I get refund for the template or services that I purchase**

We follow a 'No Return, No refund' Policy, therefore there won't be refund. However, if you have made a duplicate payment for the same product/ service, we will reverse the payment after deducting transaction charges and GST (if applicable)