

Refund and Cancellation Policy for Quickport CRM

Effective Date: October 23, 2025

Last Updated: October 23, 2025

1. Introduction

This Refund and Cancellation Policy ("Policy") explains the terms and conditions for subscription cancellations, refund requests, and credit handling for Quickport CRM services ("Service"). By subscribing to the Service, you agree to the terms outlined in this Policy.

This Policy should be read in conjunction with our Terms of Service and Privacy Policy. If you have questions about refunds or cancellations, please contact us at crm@quickport.co.in.

2. Subscription Plans

Quickport CRM offers five subscription tiers with monthly billing:

- **Foundation:** ₹199*/month
- **Engage:** ₹399*/month
- **Automate:** ₹599*/month
- **Intelligence:** ₹799*/month
- **Innovation:** ₹1,299*/month

***Prices are exclusive of applicable gateway or carrier fees.**

All subscriptions are billed monthly in advance unless you opt for annual billing at a discounted rate.

3. Cancellation Policy

3.1 How to Cancel Your Subscription

You may cancel your Quickport CRM subscription at any time by:

1. Self-Service Cancellation (Preferred):

- Log in to your account at <https://quickport.co.in>
- Navigate to **Settings** → **Billing** → **Manage Subscription**
- Click "**Cancel Subscription**"
- Confirm your cancellation request

2. Email Request:

- Send an email to crm@quickport.co.in with the subject line: "**Cancellation Request - [Your Account ID or Registered Email]**"
- Include your full name, registered email, and reason for cancellation (optional)

Cancellation requests are processed within 24 hours during business days (Monday-Friday, 9 AM - 6 PM IST).^{[2][3]}

3.2 When Does Cancellation Take Effect?

- **Monthly Subscriptions:** Cancellations take effect at the end of your current billing cycle. You will retain full access to the Service until the end of the paid period.
- **Annual Subscriptions:** Cancellations take effect at the end of the 12-month period. No partial refunds are provided for annual plans unless you qualify under Section 4.1 (7-Day Money-Back Guarantee).

Example: If you cancel on October 15 and your billing cycle ends on October 31, you will retain access until October 31, 11:59 PM IST. No further charges will be made after that date.

3.3 What Happens After Cancellation?

Once your subscription is cancelled:

- **Access:** You retain full access to your account and data until the end of your current billing cycle.
- **Data Retention:** After cancellation, your data is retained for **90 days** to allow you to export or retrieve it. You may request a data export by contacting crm@quickport.co.in.
- **Data Deletion:** After 90 days, your account and all associated data (customer profiles, messages, files, etc.) will be permanently deleted and cannot be recovered unless legally required to retain.
- **Reactivation:** You may reactivate your account within 90 days by logging in and selecting a subscription tier. After 90 days, you will need to create a new account.

4. Refund Policy

4.1 Refund Eligibility

Quickport CRM offers refunds under the following conditions:

4.1.1 Seven-Day Money-Back Guarantee

We offer a **7-day money-back guarantee** for first-time subscribers:

- **Eligibility:** Available only for your **first subscription payment** (new customers only).
- **Coverage:** Full refund of the subscription fee paid within the first 7 calendar days of your initial purchase.
- **Exclusions:** The 7-day guarantee does **NOT** cover:
 - Usage-based charges (SMS messages, WhatsApp messages, email overage, storage, API calls)
 - Payment gateway fees (Razorpay/Instamojo transaction charges)
 - Starting credits (₹50 welcome credit)
 - Add-on purchases
- **How to Request:** Email crm@quickport.co.in with the subject line "**Refund Request - [Account ID]**" within 7 days of your first payment. Include:
 - Registered email address
 - Transaction ID or payment reference number
 - Reason for refund request (optional, helps us improve)

Refunds are processed within 7-10 business days to the original payment method (credit card, debit card, UPI, etc.).^{[1][2]}

4.1.2 Service Downtime Refunds (SLA Credits)

If Quickport CRM fails to meet its uptime commitments as outlined in our Terms of Service, you may be eligible for **service credits**:

- **Foundation, Engage, Automate Tiers:** 99.5% uptime guarantee
- **Intelligence, Innovation Tiers:** 99.9% uptime guarantee

SLA Credit Schedule:

- Uptime between **99.0% - 99.5%**: 5% credit of monthly subscription fee
- Uptime between **95.0% - 99.0%**: 10% credit
- Uptime below **95.0%**: 25% credit

Notes:

- Credits are applied automatically to your next billing cycle
- Credits do not apply to scheduled maintenance (announced 48 hours in advance)
- Credits are capped at one month's subscription fee
- Force majeure events (natural disasters, government actions, third-party outages) are excluded.

4.1.3 Service Discontinuation

If Quickport CRM permanently discontinues the Service, you will receive a **pro-rata refund** for any unused portion of prepaid subscription fees.

Example: If you paid for an annual plan (₹2,388 for Foundation tier) and we discontinue the Service after 4 months, you will receive a refund for the remaining 8 months (₹1,592).

4.2 Non-Refundable Items

The following charges and items are **non-refundable** under all circumstances:

4.2.1 Usage-Based Charges

- **SMS messages:** Per-message charges via MSG91
- **WhatsApp messages:** Per-conversation charges via MSG91
- **Email sends:** Overage charges beyond tier-included limits
- **Storage:** Additional storage beyond tier-included limits
- **API calls:** Overage charges beyond tier-included limits

Reason: These charges are incurred with third-party providers (MSG91, AWS) in real-time and cannot be reversed.

4.2.2 Payment Gateway Fees

- Transaction fees charged by Razorpay, Instamojo, or other payment processors (typically 2-3% of transaction amount).

Reason: Gateway fees are deducted immediately by payment processors and are non-recoverable.

4.2.3 Credits

- **Welcome credits:** The ₹50 starting credit provided to new accounts
- **Promotional credits:** Any bonus credits from campaigns or referrals
- **Unused credits:** Credits that remain in your account at the time of cancellation

Reason: Credits are promotional incentives and expire 90 days after account inactivity.

4.2.4 Subscription Fees After 7-Day Period

- Monthly or annual subscription fees beyond the 7-day money-back guarantee period are non-refundable, except for service discontinuation or SLA breaches.

Reason: You retain full access to the Service during the entire billing period.

4.2.5 Add-On Purchases

- Extra user seats
- Additional storage packs
- Premium support packages
- API call bundles
- Custom integrations or professional services

Reason: Add-ons are provisioned immediately and consumed on-demand.

5. Downgrades and Upgrades

5.1 Upgrading Your Plan

You may upgrade to a higher tier at any time:

- **Effective Immediately:** Upgrade takes effect as soon as payment is processed.

- **Pro-Rata Billing:** You are charged only for the remaining days in your current billing cycle at the new tier rate.
- **No Refunds:** The previous tier fee is not refunded; it is credited toward the upgrade.

Example: If you upgrade from Foundation (₹199/month) to Engage (₹399/month) on day 15 of a 30-day billing cycle, you pay approximately ₹100 (pro-rata for 15 days at the higher rate).

5.2 Downgrading Your Plan

You may downgrade to a lower tier, subject to the following conditions:

- **Effective Date:** Downgrades take effect at the **start of your next billing cycle** (not immediately).
- **No Refunds:** You will not receive a refund for the current billing period. You retain full access to your current tier features until the billing cycle ends.
- **Feature Loss:** Downgrading may result in loss of features, reduced storage, lower user limits, and reduced API quotas. Any data exceeding the new tier limits may be inaccessible or deleted.

Example: If you downgrade from Automate (₹599/month) to Foundation (₹199/month) on October 10 and your billing cycle ends on October 31, you continue to access Automate features until October 31. Starting November 1, you are billed ₹199 and have access only to Foundation features.

6. Refund Processing

6.1 Refund Method

All approved refunds are processed to the **original payment method** used for the subscription purchase:

- **Credit/Debit Cards:** Refund appears within 5-10 business days (subject to bank processing times)
- **UPI/Net Banking:** Refund appears within 3-7 business days
- **Wallets (Paytm, PhonePe, etc.):** Refund appears within 3-5 business days

Note: Quickport CRM initiates refunds within 48 hours of approval, but final credit timing depends on your bank or payment provider.

6.2 Refund Confirmation

Once your refund is processed, you will receive:

- **Email Confirmation:** Sent to your registered email address with transaction details and expected credit date.
- **SMS Notification:** Sent to your registered mobile number (if SMS notifications are enabled).

If you do not receive your refund within the stated timeframe, contact crm@quickport.co.in with your transaction reference number.

6.3 Disputed Refunds

If your refund request is denied and you believe it should have been approved:

1. **Email Appeal:** Send an email to crm@quickport.co.in with subject line "**Refund Appeal - [Account ID]**". Include:
 - Original refund request date
 - Reason for appeal
 - Supporting documentation (screenshots, transaction records, etc.)
2. **Grievance Officer:** If the appeal is not resolved within 15 business days, contact our Grievance Officer:
 - **Name:** Jidnyasa Gunjal
 - **Email:** crm@quickport.co.in
 - **Mobile:** +91 9422228848
3. **Response Time:** Grievance Officer will respond within **30 days** as per DPDPA 2023 requirements.^{[6][3]}

7. Unused Credits

7.1 Credit Expiration

- **Welcome Credits (₹50):** Expire after **90 days of account inactivity** (no login or usage).
- **Promotional Credits:** Expire as specified in the promotion terms (typically 30-90 days).
- **Paid Credits:** If you purchase additional credits, they expire after **180 days** of inactivity.

7.2 Non-Transferable

Credits are **non-transferable** and cannot be:

- Transferred to another Quickport CRM account
- Exchanged for cash
- Refunded upon cancellation.

7.3 Credit Usage Priority

Credits are applied in the following order:

1. Promotional credits (expiring soonest first)
2. Welcome credits
3. Paid credits
4. Subscription balance

8. Failed Payments and Account Suspension

8.1 Payment Failure

If your subscription payment fails (due to insufficient funds, expired card, etc.):

- **Retry Attempt:** We automatically retry the payment after **3 days**.
- **Grace Period:** You retain access to the Service for **7 days** from the original billing date.
- **Account Suspension:** If payment still fails after 7 days, your account is suspended and access is revoked.

Suspended Account: You may reactivate by updating your payment method and paying any outstanding dues.

No refunds are provided for the suspension period.

8.2 Reactivation After Suspension

- **Within 30 Days:** Update payment method and pay outstanding balance to reactivate immediately.
- **After 30 Days:** Account is marked for deletion. You must create a new account.

9. Annual Subscriptions

9.1 Annual Billing Discount

Annual subscriptions receive a **15% discount** compared to monthly billing:

- **Foundation:** ₹2,030/year (save ₹358)
- **Engage:** ₹4,068/year (save ₹720)
- **Automate:** ₹6,105/year (save ₹1,083)
- **Intelligence:** ₹8,143/year (save ₹1,445)
- **Innovation:** ₹13,235/year (save ₹2,353)

9.2 Annual Subscription Cancellation

- **7-Day Money-Back Guarantee:** Applies to annual subscriptions if cancelled within 7 days of initial purchase.
- **After 7 Days:** No refunds are provided for annual subscriptions. Service access continues until the end of the 12-month period.
- **Pro-Rata Refunds:** Not available for annual plans (except service discontinuation by Quickport).

10. Special Circumstances

10.1 Medical or Personal Emergencies

In cases of medical emergencies or extenuating personal circumstances (e.g., death, serious illness, natural disasters), we may consider refund requests on a **case-by-case basis** beyond the standard policy.

To Request: Email crm@quickport.co.in with:

- Subject line: "**Emergency Refund Request - [Account ID]**"
- Description of the situation
- Supporting documentation (medical certificates, legal documents, etc.)

Response Time: We will review and respond within **15 business days**.

10.2 Service Defects or Non-Performance

If the Service has a critical defect that prevents you from using core features (e.g., login failures, data loss, persistent errors) and we are unable to resolve it within **15 days** of your support request, you may be eligible for a **partial or full refund** for the affected billing period.

To Request: Document the issue with screenshots and support ticket numbers, then email crm@quickport.co.in with subject line "**Service Defect Refund Request - [Account ID]**".

11. Chargebacks and Disputes

11.1 Contact Us First

Before initiating a chargeback with your bank or payment provider, **please contact us directly** at crm@quickport.co.in. Most billing disputes can be resolved quickly without involving financial institutions.

11.2 Chargeback Consequences

If you initiate a chargeback without contacting us first:

- Your account will be **immediately suspended** pending investigation.
- If the chargeback is found to be unjustified, your account may be **permanently terminated**.
- You may be responsible for chargeback fees (typically ₹500-₹1,000) and legal costs if the dispute escalates.

11.3 Legitimate Chargebacks

We understand that chargebacks may be necessary in cases of:

- Fraudulent charges (unauthorized use of your payment method)
- Duplicate billing errors
- Service not received (account never activated)

In such cases, we will cooperate fully with your financial institution and resolve the matter promptly.

12. Policy Updates

We reserve the right to update this Refund and Cancellation Policy at any time. Changes will be effective:

- **Immediately** for clarifications or non-material changes.
- **30 days after email notification** for material changes affecting refund eligibility or cancellation terms.

The "Last Updated" date at the top of this document reflects the most recent revision. Your continued use of the Service after changes constitutes acceptance of the updated Policy.

13. Contact Information

For questions, cancellation requests, or refund inquiries, please contact:

Quickport CRM

Email: crm@quickport.co.in

Grievance Officer: Jidnyasa Gunjal

Mobile: +91 9422228848

Website: <https://quickport.co.in>

UDYAM Registration: MH180408716

Business Hours: Monday - Friday, 9:00 AM - 6:00 PM IST

Response Time: Within 24-48 hours for refund/cancellation requests.

14. Legal Compliance

This Refund and Cancellation Policy complies with:

- **Consumer Protection Act, 2019** (India)
- **Information Technology Act, 2000**
- **Digital Personal Data Protection Act, 2023**
- **Indian Contract Act, 1872**

Any disputes arising from this Policy shall be subject to the exclusive jurisdiction of the courts in **Mumbai, Maharashtra, India**.

END OF REFUND AND CANCELLATION POLICY

Document Version: 1.0

Prepared by: Quickport CRM Customer Support Team

Next Review Date: April 23, 2026