

Refund and Cancellation Policy

EmailBot KH — emailbot.approfits.com | Operated by AppRofits | Last updated: 21 August 2026

This Refund and Cancellation Policy applies to all purchases made on emailbot.approfits.com ("EmailBot KH", "we", "us"), including payments made by ABA PayWay (card, ABA Pay) and KHQR. Published at: <https://emailbot.approfits.com/refund-policy>

1. What We Sell

EmailBot KH is a software-as-a-service (SaaS) email marketing and automation platform. We sell monthly subscription plans and, where offered, prepaid email-credit packages. No physical goods are shipped. Service is delivered digitally and activated immediately after a successful payment.

2. Pricing & Currency

- Plans are published at <https://emailbot.approfits.com/pricing>: Free (\$0/mo), Pro (\$15/mo), Business (\$39/mo), Enterprise (custom quote).
- Prices are quoted in **US Dollars (USD)**. KHQR and ABA PayWay transactions may be settled in USD or KHR at the exchange rate applied by the acquiring bank at the time of payment.
- All prices are final at checkout; the amount charged is computed server-side and shown before you confirm payment.
- Applicable taxes or bank charges, if any, are shown at checkout.

3. Delivery of Service

Once payment is confirmed by ABA PayWay or KHQR, the subscription or credit package is activated automatically, normally within a few seconds and no later than 24 hours. A receipt is emailed to the address on your account and is also available under Billing > Receipts in the app.

4. Cancellation

- You may cancel a subscription at any time from Billing > Subscription > Cancel.
- Cancellation stops future renewals. Paid features remain active until the end of the current billing period.
- We do not automatically prorate or refund the unused portion of a period that has already started, except as described in Section 5.

5. Refund Eligibility

We issue refunds in the following cases:

- **7-day satisfaction window (first purchase):** first-time paying customers who request a refund within 7 calendar days of their first payment receive 100% back, provided no more than 10% of the plan's monthly email credits have been used.
- **Duplicate or accidental charge:** full refund of the duplicate amount.
- **Failed delivery of service:** if the paid plan or credits were not activated and we cannot resolve the issue, we refund in full.
- **Verified unauthorized transaction:** full refund after verification with the issuing bank and ABA PayWay.
- **Prolonged outage:** if the Service is unavailable for more than 72 consecutive hours due to a fault on our side, we issue a pro-rata credit or refund for the affected period on request.

6. Non-Refundable Situations

- Email credits already consumed (emails already generated or sent).
- Requests made more than 7 days after payment, outside the cases listed in Section 5.
- Accounts suspended or terminated for breach of our Terms of Service, including sending spam or unlawful content.
- Custom Enterprise engagements and professional-services work already delivered, unless the signed agreement states otherwise.

7. How to Request a Refund

- 1 Open Billing > Refunds > Request refund in the app, or email billing@appprofits.com.
- 2 Include your account email, transaction or receipt number, payment date, amount, and reason.
- 3 We acknowledge every request within **2 business days** and decide within **7 business days**.
- 4 You can follow the status of an open request at any time in Billing > Refunds.

8. Refund Processing & Timeline

- Approved refunds are returned to the **original payment method only** — the same ABA account, KHQR wallet, or card used for the purchase. We do not refund to a different account.
- We submit the refund to ABA PayWay within **3 business days** of approval.
- The bank normally credits the payer within **7-14 business days**; timing depends on ABA Bank and, for cards, the issuing bank.
- Refunds are issued in the original transaction currency. Where a currency conversion took place, the amount received may differ slightly due to exchange-rate movement set by the bank.
- Partial refunds may apply where part of the service or credits has been consumed.

9. Chargebacks & Disputes

Please contact us before filing a chargeback — most issues are resolved faster directly. If a dispute is raised with ABA Bank or your card issuer, we will cooperate fully and provide transaction logs, receipts, and delivery records. Accounts with an unresolved chargeback may be suspended until the dispute is closed.

10. Payment Security

Payments are processed by ABA Bank (ABA PayWay) and the KHQR network. EmailBot KH does not collect, process, or store full card numbers, CVV codes, or bank credentials on its own systems. All payment pages are served over TLS, and callbacks from ABA PayWay are verified by signature before any credit is granted.

11. Contact

- **Billing and refunds:** billing@approfits.com
- **General support:** support@approfits.com
- **Contact form:** <https://emailbot.approfits.com/contact>
- **Business hours:** Monday to Friday, 09:00-18:00 (Phnom Penh time, UTC+7)

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