Footer365

Cancellation and Refund Policy v2026-10-31

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Cancellation and Refund Policy

Cancellation and Refund Policy v2026-10-31, in force from 31 October 2026

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Legal

Cancellation and Refund Policy

In force from 31 October 2026

1. Summary

- Every new organisation may take one 30-day free trial, which starts when your administrator connects Footer365 to Microsoft 365 or another email platform. Nothing is charged during it, and you can cancel it at any time at no cost.
- You can cancel a paid subscription at any time.
- A monthly subscription can be cancelled at any time, and ends on the last day of the month in which you cancel.
- A committed term of 12, 24 or 36 months is priced lower because you commit to the whole term. If you cancel part-way through, the fees for the rest of the term remain payable: either monthly as normal until the term ends, or in one payment now.
- Because the free trial is there to evaluate the service before you pay, fees for a paid subscription are not refundable, except where we have charged you in error or where section 9 says otherwise.

This policy forms part of the Footer365 Customer Agreement, and of the Reseller Agreement and the Distributor Agreement for the subscriptions we bill to resellers and distributors. Where this policy and one of those agreements differ, the agreement applies.

2. Who this policy applies to

Footer365 is supplied by Chillishot Limited, trading as Footer365, to organisations for use in the course of their business. It is not offered to consumers.

This policy applies to customers billed directly by us, and to resellers and distributors for the subscriptions we bill to them. If you buy Footer365 through a reseller, you cancel through that reseller, on the terms you agreed with them (see section 12).

3. Free trial

Your free trial lasts 30 days from the day a Global Administrator of your Microsoft 365 organisation gives Footer365 admin consent, or, for another email platform, the day its administrator gives Footer365 the access the service needs, and its end date is shown in the customer portal from then. You do not need a payment card to start it, and nothing is charged during it.

Nothing starts before admin consent is given: no trial runs and nothing is charged. If it is not given within 7 days of signing up, we remove the signup, and your organisation's free trial is not used. We remind your account owner and technical contact a few days before.

You can cancel during the trial at any time by telling us (section 10). Nothing is payable, and nothing is charged afterwards. This is so even if you have claimed our switching offer.

Before your trial ends we email your accounts contact, including seven days before the end, saying when the trial ends, what you will pay afterwards, and how to cancel. If no payment method has been added by then, the customer portal also shows a reminder on every page during the final seven days.

4. When paid service starts

If a payment method is in place when your trial ends, your paid subscription starts the day after, on the billing option you chose, for at least the number of user mailboxes we count in your directory that day, as section 8 describes them. We invoice monthly in advance, and a card is charged when each invoice is raised. If paid service

starts part-way through a month, your first invoice also charges for the whole days from then to the end of that month, in proportion to the month's price.

If no payment method is in place when your trial ends, the paid subscription does not start and nothing is charged. Automatic signatures pause, your email keeps sending and receiving as normal, and the customer portal only lets you add a payment method or cancel. Your paid subscription starts on the day you add a payment method. If none is added within 30 days of the trial ending, we may close the account as described in section 13.

If your organisation has had a free trial before, there is no trial: your paid subscription starts once admin consent has been given and your user mailboxes have been counted, or, if no payment method is in place by then, on the day you add one.

5. Cancelling a monthly subscription

You can cancel a monthly subscription at any time, with no notice period.

Your subscription ends on the last day of the calendar month in which you cancel. That month has already been invoiced, in advance, and no invoices are raised after it. The service continues until then.

For example, if you cancel on 10 March, your subscription ends on 31 March, and March is the last month you pay for. Cancelling on any day in March ends the subscription on 31 March.

If we have told you of a price increase and you cancel before it takes effect, the increase does not apply to you (section 7.2 of the Customer Agreement).

6. Cancelling a committed term

A committed term of 12, 24 or 36 months gives you a lower rate per user than a monthly subscription, in return for your commitment to pay for the whole term. It is still invoiced monthly in advance.

You can cancel a committed term at any time, but the fees for the rest of the term remain payable. When you cancel, you choose one of two options:

1. **Run to the end of the term.** Your subscription is set to end on the last day of the term. You keep using Footer365, the remaining monthly invoices are raised and collected as normal, and nothing is invoiced after the term ends.
2. **Pay the remainder now.** We raise one invoice for all of the monthly fees left in the term, for the number of seats you committed to, at your term rate, plus VAT where it applies, and collect it in one payment. No further invoices are raised, and the service stays available until the term ends.

If you do not choose, we apply option 1.

For example, suppose your 12-month term runs from 1 January to 31 December at GBP 40 a month plus VAT, and you cancel on 15 February. February has already been invoiced. With option 1, the invoices for March to December are raised each month as normal and your subscription ends on 31 December. With option 2, one invoice for those ten months, GBP 400 plus VAT, is raised straight away.

The fees for the rest of a committed term are not payable where section 9 says so. If we bill you and we end your agreement for your material breach during a committed term, the fees for the rest of the term become due at once, as under option 2 (section 16.5 of the Customer Agreement). If your organisation enters a formal insolvency procedure, section 16.3A of the Customer Agreement applies. If you are established in the European Union and switch to another provider under the EU Data Act, section 6.7 of the Customer Agreement applies instead: you may leave a committed term on two months' notice, paying only the term discount you have used. If we approved your claim to our switching offer, your committed term is cancelled like any other, and if you pay the remainder now, the switching offer credits still to come are taken off it (section 6.8 of the Customer Agreement). If we took more than 7 days to decide your claim and your free trial has ended, you may instead cancel until we decide, paying what a monthly subscription would have cost, the monthly price for every day from the end of your free trial up to the day your subscription ends, less what we have invoiced or will invoice for those days, and nothing more for the term. If you head an organisation group, the rest of your term, whichever option you choose, is for your own seats only (section 5A.6 of the Customer Agreement). If you pay the remainder now, your group ends at the end of the month in which you cancel and every other organisation in it is billed directly from the first day of the next month; if you run to the end of the term, the group continues until your last day of service. The organisations in your group are told when you cancel.

7. Renewal of committed terms

We tell your account owner and accounts contact at least 60 days before a committed term ends, by email and in the portal, and, unless you have already made your choice, remind them 30, 14 and 7 days before it ends. Each notice gives the price of each term you can choose. If your reseller bills you, we tell your reseller at least 60 days before it ends instead, and your reseller tells you. Before its last day you can choose what happens next:

- a new committed term of 12, 24 or 36 months;
- a monthly subscription, at the monthly rate, which you can then change or cancel under section 5; or
- to cancel, in which case the subscription ends on the last day of the term.

If you do not choose, the subscription renews for a further term of the same length, at the price in our latest renewal offer. Whichever term it renews for, its committed seats are the user mailboxes we count in your directory on the day it renews, as section 8 describes them: fewer than before if you have fewer mailboxes, more if you have more. A renewed term is a new commitment, and section 6 applies to it. Section 6.5 of the Customer Agreement sets out the renewal in full.

8. Seats

You do not choose or change a number of seats. Each month you are billed for the user mailboxes in your directory that the service reads, not counting shared, room and equipment mailboxes (section 6.6 of the Customer Agreement), so a mailbox you add is billed from the next invoice and a mailbox you remove stops being billed from the next invoice. If the service lets you leave some people out of what it reads from your directory, those people are not counted. The billing page of the customer portal shows the number you are billed for.

On a committed term you are never billed for fewer seats than its committed seats. They are the user mailboxes we counted on the day the term started or last renewed (section 6.3 of the Customer Agreement), and the lower rate of a committed term is given in return for paying for at least that many for the whole term. Seats above them are billed only for the months you have the mailboxes, and stop being billed when you remove them, so you are never held for the rest of the term to seats you added part-way through it. When the term renews, its committed seats are counted again, so they fall if you have fewer mailboxes.

On a monthly subscription there are no committed seats, and each invoice is for the mailboxes counted then. No credit is given for the rest of a month in which mailboxes were removed.

Credits, where they arise, are applied to future invoices and are not paid out while your subscription continues. Any credit left when your account is closed is applied to your final invoice, and the rest is refunded. Credit earned under our referral scheme is applied to your invoices in the same way, but it has no cash value and is never refunded: any of it left after your final invoice lapses, as the Referral Terms say.

8A. Optional services

Some optional services are charged separately from your subscription, at the price shown in the customer portal before you choose them. Such a service is charged by the day, from the day you first use it to the day you stop, on your next invoice, and you can stop using it at any time. It has no notice period and no commitment, and it is not charged for any day after your subscription ends.

9. Refunds

Fees for a paid subscription are not refundable. That includes fees for a period in which you used the service little or not at all, fees for seats you no longer use, and fees that remain payable after you cancel under sections 5 and 6.

We do refund:

- **Charges made in error**, such as a duplicate charge, a charge for the wrong amount, or a charge for a period after your cancellation took effect. These are refunded in full.
- **Fees for any period after the agreement or the affected subscription ends**, where it ends:

  In those cases no fees are payable for the rest of a committed term.

  - because we stopped providing the service for a reason other than your breach of our terms, your non-payment or your insolvency;

  - because you ended it for a material breach by us that we did not put right within 30 days of your notice, or because we became insolvent, under section 16.3 of the Customer Agreement;
  - because the service failed to add signatures for more than 24 hours in a month, under section 4.6 of the Customer Agreement;
  - because we could not correct a failure of the service to perform as described, under its section 13.1;
  - because of an intellectual property claim, under its section 12.5;
  - because of an event outside our control lasting more than 30 days, under its section 18;
  - because we released you from a committed term after a material change, under its section 19.3;
  - because you objected to a new sub-processor and we could not accommodate the objection, under section 5.2 of the Data Processing Terms.
- **Any other amount we are required to refund by law.**

A refund is paid to the payment method used for the original charge. We aim to issue it within 10 business days of agreeing it. A card refund can then take a further 5 to 10 business days to reach your account.

10. How to cancel

A Super Admin of your organisation can cancel a trial or subscription in the Footer365 customer portal under **Account > Cancel subscription**. The page shows your last day of service before you confirm and, for a committed term, lets you choose between the options in section 6. It stays available even when the portal is limited after a trial has ended without a payment method.

Your account owner, accounts contact or technical contact can also cancel, or ask about a charge, by:

- emailing support@footer365.com, or
- calling 01200 871585 (+44 1200 871585 from outside the UK).

When contacting us, tell us the organisation name and the domain the account is set up for. For a committed term, tell us which option in section 6 you choose.

We confirm every cancellation in writing to your accounts contact, giving your last day of service and anything collected now. Keep that confirmation. Until your last day you can withdraw a cancellation in the portal, unless the rest of a committed term has already been invoiced.

11. Questioning a charge

If you think a charge is wrong, please contact us first (section 10). Most billing questions are settled quickly, and a charge made in error is refunded in full under section 9.

Disputing a charge with your card issuer does not cancel your subscription or change what is payable under this policy. If a charge that was properly due is disputed, we will give your card issuer our records, including your acceptance of these terms, your invoices and our correspondence with you.

12. Resellers and distributors

A reseller or distributor we invoice for its customers' subscriptions is responsible for the fees for each of those subscriptions, and this policy applies to each one: section 5 for a monthly subscription, and section 6 for a committed term.

A customer who buys through a reseller cancels through that reseller, and any refund to that customer is a matter between the customer and the reseller. A reseller that stops trading with a customer remains responsible to us for that customer's subscription under this policy, except that, once we have confirmed that a customer has entered administration or liquidation, its reseller may end its subscription without paying for the rest of a committed term, under section 4.1B of the Reseller Agreement and as section 16.3A of the Customer Agreement allows. That exception does not apply to a customer that simply stops paying its reseller.

13. When your subscription ends

When a subscription ends, a trial is cancelled, or an account is closed under section 4 (a trial that ends without a payment method only pauses, as section 4 describes):

- we stop adding signatures to your email;

- we remove the transport rules and mail flow connectors Footer365 created in your Exchange Online tenant, so your email flows exactly as it did before, and turn Microsoft 365's own signature settings back on for your users where Footer365 turned them off; if you turned them off yourself, turning them back on is for you;
- we check with Microsoft 365 that each of these has been done, record what was done in the audit log we keep for your account, and tell your account owner and technical contact by email what was done; if we no longer have access to your tenant, we tell them what you need to remove;
- for 30 days you can export your data from the portal, or ask us for a copy of it;
- we then delete your data within a further 30 days, or, if removing what Footer365 created in your tenant is not finished by then, as soon as it is finished or found impossible, as set out in our data processing terms and privacy policy, apart from what the law requires us to keep, such as invoices; copies in our backups are deleted as those backups expire, within one month, and are never restored to the service.

To remove Footer365's access to your Microsoft 365 tenant completely, remove Footer365 from Enterprise applications in Microsoft Entra ID. We cannot do that for you.