

Cancellation Policy

Marketing Mailbox Cancellation Policy

At any time, either party may cancel a user's account for any reason unless the user has agreed to a specific term of service. The user must request cancellation by email to support@marketingmailbox.com and receive a confirming email from us.

Or by sending written notice to:

Halo Software LLC/Marketing Mailbox

4835 E Cactus Rd, Suite 120

Scottsdale, AZ 85254

Amounts paid are not refundable. Subscriptions to our service are pre-paid. As such, any cancellations that occur in the middle of a monthly payment term will be made effective on the final day of the prepaid term. Any email communication regarding the cancellation of an account must be from the email address on record in the account to complete the cancellation.

Credit Card Expirations or Declines

Please note that allowing a credit card to expire or not submitting payment by check regardless of invoice receipt status will not automatically cancel your account as we maintain all account data, allow subscriptions to occur, and allow you access to your account. You will remain responsible for paying the monthly charge, which will accrue to your account, until we receive a cancellation notice. We will send notice to the email on record if a card is declined. We may also follow-up by phone or mail. We reserve the right to send delinquent accounts to a collection agency if they are not paid within 3 months.

Retrieving Your Data after Your Account Has Been Canceled

Data from canceled accounts will be deleted immediately and cannot be retrieved unless otherwise agreed to by use in writing or via email correspondence. Please be sure to export all data you wish to save before canceling your account.