



FRESHLEADS TERMS

To ensure that your work is covered with freshleads

Our Agents Policy

Response time: Team members respond to your messages, and calls within 3 hours during working hours

Meetings: Meetings must be scheduled in advance via <https://freshleads-eg.com/meeting-request/>

No work Day: No work is allowed on **Thursday**, and team members not check work emails or take work calls.

Refund Policy

1. **Refund Amount:** The refund amount will be max 25% of the total service cost.
2. **Refund Method:** Refunds will be issued through only Instapay \ Cash Wallet methods.
3. **Refund Timeline:** Refunds will be processed within 15 business days.

Cancellation Terms

Cancellation Notice: Cancellations must be made in writing via email to legal@freshleads-eg.com.

Cancellation Fees: A cancellation fee of 10% of the total service cost may apply.

Thank you .

FRESHLEADS
LEGAL TEAM

