Lead Textor

LEGAL

Refund & Cancellation

Billing, refunds, cancellation and data handling.

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leadtextor.com

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This policy explains how billing, refunds, automatic returns, cancellation, suspension and data deletion work on LeadTextor. It is part of our Terms of Service. All amounts are in US dollars (USD).

01 How Billing Works

The short version. LeadTextor runs on a prepaid Wallet Balance. Your plan fee and number fees are billed every month. Most charges are not refundable once the service has been delivered, but money that was reserved and not used, records that found nothing, and jobs that could not be finished are returned to your wallet automatically. If you cancel in good standing, your unused Wallet Balance is refunded within 28 days.

1.1 The Wallet Balance. You add funds to your Wallet Balance and fees are taken from it, not charged directly to your bank card. Each recharge is a minimum of $20 and a maximum of $5,000. If your balance cannot cover an action, the action is blocked and your balance cannot go negative. We recommend adding only what you expect to use in the near term. A large standing balance is not required.

1.2 Monthly fees. Your plan fee (Starter $40 per month or Professional $60 per month, or the price shown in your account) and the fee for each active phone number ($2 per month, or the price shown in your account) are billed monthly, whether or not you use the platform that month. This is what allows us to charge usage-based messaging prices instead of a flat, high-volume package price. Number charges are taken first, then the plan fee. A number that an automatic safety protection has frozen is still an active number, so its monthly fee continues to be billed until you delete the number or our team activates it again. Yearly billing is available on request through live chat, and its terms are confirmed with you when it is set up.

1.3 Usage charges. Outgoing text messages ($0.02 per segment), phone validation ($0.008 per number), Skip Tracing ($0.05, $0.10 or $0.15 per record, depending on the mode) and similar usage are charged as they are used or reserved, as described below.

1.4 A2P 10DLC fees. Your A2P 10DLC registration fee and monthly fee are included in your plan fee for a limited time. Optional vetting fees (Standard vetting $50, Enhanced vetting $120) apply only if vetting is requested for your registration. If brand verification fails, an appeal costs $11 and a resubmission costs $4.50 each time. These fees are taken from your Wallet Balance when you submit.

1.5 Coupon codes and bonus credit. If you use a valid coupon code on a Wallet recharge, we add a bonus credit to your Wallet Balance after the payment succeeds. Bonus credit has no cash value, cannot be withdrawn, is not refundable and is not included in any cancellation refund. Coupon codes are not valid for payments made by cryptocurrency. The minimum recharge, limits and expiry of each code are set by LeadTextor, and we may change or end a code, or cancel bonus credit that was obtained through abuse or error.

1.6 Changing your plan. An upgrade from Starter to Professional starts immediately, and the difference between the two monthly plan fees (currently $20) is taken from your Wallet Balance at that moment. A downgrade starts on the 1st day of the next month, and you can cancel it before then. A plan fee that has already been billed is not refunded when you change plans.

1.7 Extra monthly capacity (add-ons). When you buy extra capacity, the price is taken from your Wallet Balance once. The extra capacity is added immediately and ends on the 1st day of the next month. Unused extra messages do not carry over, and an add-on is not refundable. It is sending capacity only, so every message you send is still billed from your Wallet Balance at your normal message price.

1.8 Auto Top-Up. If you turn on Auto Top-Up, the amount you chose is charged to your card and added to your Wallet Balance when your balance falls below the level you set, within the daily and monthly limits you agreed to. These are wallet recharges, so they are subject to the same rules as any other recharge. You can turn it off at any time on the Wallet Recharge page.

02 What Is Returned to You Automatically

The following are returned to your Wallet Balance without you having to ask. They are not refunds of a delivered service. They release money that was reserved and not spent, or charges for work that was not delivered.

Item	What is returned
Campaigns	When you schedule a campaign, its estimated cost is reserved. If the campaign finishes early, is paused indefinitely or is deleted, the difference between the reserved amount and what was actually spent is credited back to you.
Skip Tracing	The cost is reserved when you start. Records that come back with no phone number and no email are refunded when the job completes. If a job cannot be completed, it is marked Failed and you are refunded in full. A job that has not finished after 6 hours is also marked Failed and refunded in full. Duplicate rows and rows without an address are removed before you pay and are never charged.
Phone Validator and contact upload checks	The estimated cost is reserved when you start. When the check finishes, you pay only for the numbers actually checked and the unused part is returned. If a check is interrupted, you pay only for the numbers checked so far. Rows without a phone number are not charged, and a lookup that fails on our side is not charged.

03 What Is Not Refundable

Regardless of how or why an account is cancelled or suspended, the following are **not refundable**, because they are real costs already incurred or services already delivered:

- the monthly plan fee that has already been billed;
- phone number fees that have already been billed;
- the monthly fee of a phone number that an automatic safety protection has frozen, for as long as the number is kept (see Section 1.2);
- the A2P 10DLC registration fee and monthly fee included in your plan fee, and any vetting fees, including when a campaign is rejected by the carrier, because these are charged by the carrier registry and we are not able to refund them;
- brand verification appeal fees ($11 each) and resubmission fees ($4.50 each), including when an appeal succeeds, because these are charged by the carrier registry and we are not able to refund them;
- messages that were sent, including messages that were not delivered because of carrier or recipient factors;
- phone validation checks that were completed;
- Skip Tracing records that were returned with a phone number or an email;
- a plan upgrade charge and any extra capacity (add-on) purchase, because they are applied to your account immediately (see Sections 1.6 and 1.7);
- bonus credit added to your Wallet Balance through a coupon code (see Section 1.5);
- the reactivation fee described in Section 6; and

- any Wallet Balance remaining on an account that was suspended for non-payment, or that was suspended or terminated for a breach of our Terms or Acceptable Use Policy.

Funds you add to your Wallet Balance are for use inside the Service. They are refunded only as described in Section 5.

04 If a Payment Fails

When	What happens
The 1st to 3rd of the month	We notify you by email and in the app each day, giving you the chance to add funds before anything is interrupted. An "Amount owed" card in the app shows what is due and the amount to add.
The 4th of the month	If the payment has still not gone through, your account is suspended automatically. You receive an email and an in-app notification that explains that your account is suspended, what remains unpaid, that you have 15 days from the suspension to resolve it, and what happens after that.
15 days after suspension	If the balance is still unpaid, your phone number(s) and A2P 10DLC campaign registration are released. See Section 5.
90 days after your last successful billing date	If no payment has been received in that time, your account data is permanently deleted. See Section 7.

Paying what you owe. When you add funds to an account that owes money, what is due (the larger bill first, then the next, as far as the payment allows) is paid from that payment automatically, and you receive an in-app notification for each bill paid. When everything owed is paid, an account that was suspended for a billing failure is reactivated automatically, unless its number and registration have already been released (see Section 5). An account that is deactivated for another reason, such as a safety or compliance review or an action by our team, is reactivated only by our team.

Why numbers are released. We continue to be billed by our telecom and compliance providers for active numbers and campaigns even while your account is suspended. That cost cannot be carried indefinitely for accounts that are not paying.

05 After the 15 Days: Released Numbers and Reactivation

5.1 Releasing a number is permanent. Once your phone number(s) and A2P campaign registration are released, that exact number cannot be recovered or assigned back to you. If you reactivate later, you will be issued a new phone number.

5.2 Your data is not deleted at this stage. Releasing a number and a registration does not delete your contacts, campaigns, message and conversation history or Skip Tracing results. See Section 7.

5.3 To reactivate after a release you need:

- to pay everything that is owed (the monthly plan fee and number fees);
- to pay the reactivation fee, which is **$40** unless a different amount is shown on your account. It covers re-registering your A2P 10DLC campaign with the carrier registry (a real, required cost) and the administrative cost of the missed billing cycle;

- to submit your A2P registration again; and
- to accept a newly issued phone number.

After the release, your account is reactivated by our team once these steps are complete. This fee structure exists to keep our shared compliance and telecom infrastructure sustainable.

06 Voluntary Cancellation

6.1 How to cancel. LeadTextor does not have a self-service cancel button. This is intentional: cancellation is handled through live chat so that our team can review any pending dues, confirm your final charges and make sure that nothing is cancelled by mistake. To cancel, contact us through live chat in the app. Our team will confirm your outstanding balance, if there is any, and process the cancellation.

6.2 Cancelling in good standing. If you cancel voluntarily and in advance, meaning your account is in good standing and was not already suspended for non-payment, any unused Wallet Balance that you paid for is refunded within 28 days. Bonus credit from coupon codes is not refunded. Please ask us before the start of the next billing month, because fees that have already been billed for the current month are not refunded and no part-month refunds are given.

6.3 Cancelling after a suspension. If your account was already suspended because of a failed payment before you contacted us, no Wallet Balance refund applies, and you remain responsible for any amount that was owed.

6.4 How a refund is paid. Wallet refunds are reviewed and processed by our team. We refund using the original payment method where possible, or another method that we agree with you.

6.5 What happens to your account. When you cancel in good standing, your account becomes inactive right away and you can no longer send messages. Your phone numbers and A2P registration are released immediately, and monthly billing stops. Your account and its data are permanently deleted on the last day of the current month, and our team will confirm this with you in the chat. Please export anything you want to keep before then. See Section 7.

07 Data Retention and Deletion

7.1 Your data stays available. Your account data (contacts, campaigns, message and conversation history, and Skip Tracing results) remains accessible and intact, even through a suspended account and even if a second billing cycle is also missed.

7.2 When it is deleted. If you cancel in good standing, your account and data are permanently deleted on the last day of the current month (see Section 6.5). For an account that is unpaid, data is permanently deleted **90 days after your last successful billing date**, and only after that window has fully passed with no payment. Once it is deleted, it cannot be recovered.

7.3 Export first. You are responsible for exporting anything you want to keep before the 90 days end. The Service has download tools for your contacts, campaign data and Inbox conversation history. We strongly recommend exporting as soon as your account is suspended, rather than waiting for the deadline.

7.4 Other retention. Phone validation results are kept for 14 days and then deleted. You can also ask us to delete your data earlier by contacting us, and we will do so subject to what the law requires us to keep. Our Privacy Policy explains our data practices in full.

08 Charges You Believe Are Wrong

If you think you were charged in error, for example a duplicate charge or a charge for something that was not delivered, contact us through live chat or at **support@leadtextor.com** with the date and amount. We will review your account and correct genuine errors. Please contact us before you start a payment dispute with your card provider, because a dispute over a valid charge can lead to a suspension of your account.

09 Questions

If you have a question about a charge, a suspension or the status of your account, contact us through live chat and our team will review your account directly, or reach us at:

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