

SOFTWARE SUGGEST

Lead Replacement Policy

Our highly qualified leads (HQL) are intended to be live, fresh and responsive and will include contact name, phone number, email address and detailed business needs.

Our lead guarantee covers the following situations in which SoftwareSuggest will replace the lead:

1. Buyer profile does not match the Qualification Criteria given by client.
2. Lead is already an active opportunity in the Client's sales pipeline. The lead will be replaced if the client updates us within 24 hours by forwarding the email of similar lead.
3. Lead contains wrong contact information which SoftwareSuggest cannot correct within two business days.
4. Refund will be provided in the form of Lead Replacement only. NO CASH refund will be provided.
5. Junk lead report process - You can report the same from "Report the Lead" button at the end of the email in which lead is shared along with the comments. The team shall give feedback to you in 2-3 working days on the same.
6. Replacement will only be applicable if marked through Report(Ask for Refund) button available on My Lead Section of the Vendor's Portal.
7. You can track the Lead report via accessing your account on the vendor portal.