

Pricing & Payment FAQs

Q: Who can purchase Email Credit Subscriptions?

A: Only registered Kleanmail User can purchase Email Credit Subscriptions.

Q: What are the different Email Credit subscription options to choose?

A: Registered user can select any credit range as per below table based on his/her requirement and budget.

Credit Range	Price per credit
2k to 15k	\$0.0055
15K+1 to 80K	\$0.0049
80K+1 to 100K	\$0.0041
100K+1 to 500K	\$0.0032
500K+1 to 1M	\$0.0019
1M onwards	Email Us

Q: Is there any benefit for higher Credit Subscriptions?

A: Yes. Bigger the credit subscription more to save in your wallet. Please refer above table for Price per credit.

Q: Can I purchase multiple credit subscriptions one after another?

A: Registered user can purchase multiple credit subscriptions anytime. There is no per day limit for purchase.

Q: Is there any period validity for purchased Credit subscriptions?

A: Yes. Any credit subscription has the validity of one month from the date of purchase.

Q: what will happen to my remaining Credit balance after period validity is expired?

A: Even after credit validity date is over, user's remaining credits stays in his account but in deactivate stage and available for use only after next credit purchase.

Q: How to activate my remaining credit balance?

A: Upon Credit Validity expiry, Registered User can re-activate his remaining credit balance by purchasing any minimum credit subscription.

Example: After Validity expiry, if user has 5k remaining credit balance, then post renewal of any minimum subscription, say recharge of 2k credit, User will get total balance of 7k (Previous balance + New credit subscription)

Q: Purpose of Price Calculator & what is the currency?

A: Price Calculator is provided to user to calculate total amount to be paid for entered credits. & currency is US Dollar.

Q: Can I purchase more than 1M email credits via website?

A: No. To subscribe for more than 1M credits in one go, user must mail to Kleanmail support team at support@kleanmail.com for better pricing options.

Q: What are the different payment options available to purchase credit subscription?

A: User can purchase any Credit Subscriptions by using any Visa/Master or any national or International card.

Q: In case of payment failure, when will I get my money credited back to my account?

A: In case of payment failure due to any technical reason & amount got deducted from user account then, it will get credited back to user's account within 5-7 working days.

Q: Can I get Invoice copy of my paid subscriptions?

A: Yes. User can access and download all paid subscriptions invoice copies from Payment History section.