

Customer Engagement Program Cancellation Policy

Dear Valued Customer,

We appreciate your participation in our Customer Engagement Program. We understand that circumstances can change, and you may need to cancel your participation. Below are the details regarding our cancellation policy:

Cancellation Policy

- All cancellation requests must be submitted in writing at least 30 days prior to the next billing cycle.
- To cancel, please send an email to support@company.com with the subject line "Cancellation Request."
- Upon cancellation, you will receive a confirmation email within 5 business days.
- Refunds for any unused program fees will be processed within 14 days of cancellation confirmation.
- Participants who cancel will not be eligible for any future promotional offers for a period of 6 months.

If you have any questions or need further assistance, please feel free to reach out to our customer support team.

Thank you for being a valued member of our community.

Sincerely,
The Customer Engagement Team
Company Name