



Qont Sales & Support Policy

Purpose

This policy defines how Qont manages global sales and customer support operations. It explains how clients engage with Qont for purchases, inquiries, and service assistance, ensuring clear standards of conduct, security, and professionalism. It applies to all Qont clients, partners, and employees involved in any sales or support activity.

Authorized Representation

All sales and support activities are handled directly by Qont or its approved representatives. Qont does not authorize independent resellers, distributors, or third parties to act on its behalf unless a written agreement has been issued. Any unauthorized sales or support activity is considered a violation of this policy.

Contact and Communication

Sales inquiries and support requests are accepted only through official Qont channels, including verified emails, the Qont website, or the in-app support portal. Qont will never request sensitive personal or financial information through unverified messages or external contacts.

Sales Agreements and Confirmation

All sales discussions, quotes, and proposals are preliminary until confirmed by a formal written agreement, invoice, or purchase order issued by Qont. Sales representatives cannot finalize or alter pricing, terms, or policies without written authorization from Qont's management.

Pricing and Availability

Prices, offers, and product availability may vary by region and are subject to change without notice. Once a transaction is confirmed and invoiced, Qont honors the agreed terms for that specific sale. Clients are encouraged to check official channels for the most current information.

Support Eligibility and Response

Support services are available only to verified users and active clients. Response times may vary based on service level, product type, or subscription plan. Support may be provided through email, live chat, or dedicated account channels as applicable.

Quality and Monitoring

All sales and support communications may be logged and monitored to maintain quality, security, and compliance. Recordings and logs are used strictly for internal training, verification, and service improvement.

Security and Verification

Qont will never ask for full passwords, payment card numbers, or other sensitive credentials outside secure and verified environments. All verifications follow Qont's internal security protocols to protect users and staff.

Refunds and Cancellations

Refunds and cancellations follow the specific terms of the purchased product or service. All such requests must be submitted through the official support or billing portal for verification and processing according to the applicable refund policy.

Scope of Support

Support services include guidance, troubleshooting, and education about Qont's software and systems. Support does not include access to internal source code, private systems, or proprietary documentation.

Sales Authority and Limitations

Sales representatives must operate within authorized pricing and contract structures. No employee or affiliate may alter legal terms, commitments, or warranties without prior written approval.

Data Handling and Privacy

All data shared through sales or support interactions, including messages, forms, and call logs, are handled under the Qont Privacy Policy. Qont does not sell or disclose this data to advertisers or external parties.

Enterprise and Dedicated Support

Enterprise clients and larger organizations may receive dedicated account or support management. All dedicated relationships remain subject to this global policy and to Qont's legal and operational standards.

Unauthorized Sales and Misrepresentation

Unauthorized resale, imitation, or misrepresentation of Qont services or products is strictly prohibited. Qont may take action including termination of access, public correction, and legal response to protect its clients and reputation.

Right to Refuse Service

Qont reserves the right to refuse or discontinue sales or support services in cases involving fraud, abuse, or policy violations. This includes misuse of communication channels or actions that may endanger Qont staff or infrastructure.

Confidentiality of Quotes and Proposals

All service quotes, proposals, and invoices are confidential and intended only for the recipient. These materials may not be distributed, published, or reused without written permission from Qont.

Respectful Conduct

All users are expected to maintain professional and respectful communication with sales and support teams. Qont may suspend or limit access for harassment, misuse, or persistent noncompliance.

Guidance and Training

Information shared during support or training sessions is for educational purposes only and does not modify product features, warranties, or legal agreements. Official terms are provided in writing through Qont's legal library.

Language and Communication

Qont provides multilingual support where available. All legal agreements and contracts default to English unless a client requests and receives an approved translation in another language for local compliance.

Policy Updates and Changes

Qont may update sales or support procedures to improve clarity, efficiency, or compliance. Continued use of Qont's services following an update constitutes acceptance of the revised policy.

Contact

Clients and partners can contact Qont for support or sales through the verified website, the in-app support system, or official Qont contact channels. Qont responds to verified requests within reasonable operational time frames.

Quick Links

[Careers Portal](#) [Legal Center](#) [1800 998 711](#) [Website](#)

