

## Zoho for Startups—Terms and conditions

Dear founder,

Welcome to **Zoho for Startups**! We are glad to be a part of your entrepreneurial journey, and we aim to help you explore, evaluate, and onboard to Zoho so you can streamline your business operations. Like any other startup program, we have a specific set of terms that apply to you if you choose Zoho through the Zoho for Startups program. Carefully go through the points given here to avoid unexpected surprises later.

### Eligibility criteria

- Please note that our program has been designed to help startups like yours explore Zoho so that you can make an informed decision on whether Zoho will meet your business needs. This is not one of Zoho's CSR initiatives.
- A startup can only apply for and benefit from the program once. That means if you have already been a beneficiary, you cannot join the program again. This applies even if you did not use the Zoho Wallet credits ("credits") that you received the first time around.
- If you are currently or have previously explored Zoho through the Zoho for Startups program for one of your startups, then we will not accept applications for any other startups you run.

Click [here](#) to apply now!

### Credit validity and access

- The program's validity is fixed to 360 days, and it cannot be altered or modified, so we request that you make the best of this opportunity by exploring as many tools as required for your business.
- With 50+ products in our portfolio, we understand how difficult it must be to pick the right apps for your business needs. We have a Concierge team who can help you pick the right applications, so reach out to us to get connected with them.
- Our Concierge team is a consultation team equipped to help you pick the necessary Zoho applications based on your needs. They cannot help you with technical questions related to products, Zoho Wallet credits, or the Zoho for Startups program.
- The consultation and product suggestions provided by the concierge team is supposed to be used as a reference to help you do your own research before you purchase a product subscription.
- At Zoho, we have our own data centers where all of your data is stored with the highest security. It's important you choose the right country when you create a Zoho account so that your data is stored in the right data center. [Learn more about the data centers, their locations, and compliance standards](#)
- Some features of certain Zoho applications may differ based on your data center.

**Note:** If you need to change your data center after getting the credits, reach out to the Zoho for Startups team to learn how you can retain your credits during the migration.

### **Points to remember about Stage 2 credits**

- If you choose to host your email domain with Zoho and get access to the Stage 2 credits, know that they will have the same validity as the Stage 1 credits.
- When you intend to apply for the Stage 2 credits, remember that the email hosting and mapping will have to be done within 15 days after the Stage 1 credits are sent to your account. If you are being delayed due to technical issues, reach out to us and keep us informed about possible delays before the 15 days expire.

### **Understanding credit usage**

- The credits can be used on a yearly subscription of any product. This can be done only once per applicable product. You cannot renew an annual subscription using the credits. Alternatively, you can use the credits on a monthly subscription. You can continue to use the credits for the monthly renewals until the credits are exhausted or expire.
- The credits we provide cannot be refunded or reinstated once they have been used to purchase a subscription. This applies even if you cancel the subscription, reduce the licenses that have already been purchased, or downgrade the edition. That means it is important that you research the product, its pricing, features, editions, and so on before making new purchases. Similarly, if you were to delete your account, the credits would become inaccessible. Even if you were to create a new account using the same email address, we would not be able to reinstate them.
- The credits can be used to purchase add-ons, upgrade a subscription's edition, or add new users during the validity period. However, the credits cannot be used to purchase premium or enterprise support plans, onboarding, or training services provided by Zoho.

### **Note:**

- If you lose any portion of your credits due to any of the actions mentioned above, we will not be able to reinstate them to your account under any circumstances. Zoho's refund policy does not apply for subscriptions bought using the credits.
- We want you to be able to make good use of your credits, so we encourage you to invest time into understanding our products, their edition-specific features, and pricing before making any purchases. .

### **Essential points on product accessibility while using the credits**

- Credits can be used on all Zoho cloud products, except for Zoho Voice, Zoho Start, MailDomains, Domains.
- Similarly, credits cannot be used to purchase [ManageEngine](#) products, with an exception of a few of the cloud-based products. With these products, further upgrades using the credits are not possible.

- The same exclusions mentioned in the above two points apply to the Stage 2 credits. Additionally, the Stage 2 credits cannot be used to purchase Zoho Mail or the Zoho Workplace suite.
- Generally, the features and functionalities will be slightly different between a product you subscribe to directly and the same product accessed through a bundle subscription. **For example:** Features of Zoho Social, when accessed through a direct subscription, might be different from those accessed through the Zoho One subscription. Explore the plan details of the product thoroughly before subscribing to ensure that you will have access to all the features you want through the option you choose.

*These terms are specifically designed for the Zoho for Startups program, and you will also be subject to Zoho's general [terms of service](#) and [privacy policy](#), which you must agree to at the time of creating your Zoho account. There will not be any overlap between the terms listed here and the general terms.*

Wishing you the best,

Team **Zoho for Startups**

