





QUICKBOOKS CUSTOMER SUPPORT GUIDE

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quickbooks customer support 
[www.quickbookscustomerhelp](http://www.quickbookscustomerhelp.com) 

To:

Every Quickbooks Users

Visit Website: [Quickbooks Customer support](https://quickbooks.com/support)

Dear Quickbooks Customer ! Users

Welcome to your QuickBooks Support Plan with Expert

Thank you for your recent purchase of an Intuit QuickBooks Support Plan with Monthly Billing. With this valuable Plan, we're here for you when you need us—for live support, learning tools and even data protection services. All the benefits are described below, and you can also access fast and easy self-help resources at www.quickbooks.com/support

To ensure uninterrupted support, we will automatically renew your Plan and charge your account every 30 days until you tell us you no longer need coverage. (Please see page 2 of this letter for the full terms and conditions of your Plan.)

Regards,

Olivia Wilson

Plan Benefits For Quickbooks Customer Service

1. Answers to Your Questions

24/7 Support for an Unlimited Number of Questions: Talk to a QuickBooks expert and get personalized assistance anytime—whether it's installation/setup, feature coaching, or troubleshooting. Simply visit www.quickbooks.com/contactsupport complete the contact form, receive a Case ID, and call with a specialist who'll already have your info ready.

2. Protection for Your Financial Data

QuickBooks Online Backup Service: Easily store and protect up to 1GB of your business data, including QuickBooks file. Availability is limited to Windows users (not Mac). Activate via www.quickbooks.com/onlinebackup/free.

Data Recovery Service: Covered standard turnaround for recovering a damaged QuickBooks file that arises after purchase.

3. Tips and Strategies for Managing Your Business

McGraw-Hill Small Business Resource Guide: A free eBook PDF containing tips and strategies—downloadable from www.qbsupport10ebook.com.

Exclusive Discount on Mastering QuickBooks: Save 15% on a 2-day instructor-led course from Real World Training. Access the discount within 60 days post-purchase at www.realworldtraining.com/itech.

Terms & Conditions

Service Hours & Conditions

Services are subject to maintenance downtime, U.S. holidays, and unexpected events. Internet access required; services subject to change without notice.

Support Availability

Support may deviate from published hours. U.S. members get toll-free numbers; others receive toll numbers—standard long-distance charges may apply.

Response Times

Intuit will attempt to respond to online cases within published timeframes, though this is not a guaranteed warranty.

Scope of Support

Limited to installation, upgrades, basic functionality as per product documentation; excludes third-party connectivity issues, accounting consulting, and training.

Product Versions Covered

Covers current U.S. QuickBooks versions: Pro, Premier (except Accountant Edition), Simple Start, and QuickBooks for Mac. Subject to change.

Data Recovery Details

Coverage begins 15 business days post-purchase. Damage existing at purchase is excluded. Instructions and agreements apply; expedited service incurs fees.

Term & Billing

Coverage starts at purchase. After initial 30 days, auto-renews monthly. Cancellation requires a 5-day notice before next billing cycle via phone (1-800-446-8848). Failure to pay may allow reinstatement at Intuit's discretion. Intuit may discontinue monthly billing with 30-day notice.

Online Backup Limitations

Up to 1GB; requires activation and internet. Ends with plan cancellation. Not HIPAA compliant, and unavailable to Mac users.

Warranties

Services provided “as-is” with no implied warranties. Any implied warranty duration limited to 60 days, if allowed by law.

Liability Limitations

Liability capped at amount paid during the coverage period. No liability for indirect or consequential damages.

Miscellaneous

Entire agreement governed by California law. Dispute resolution in Santa Clara County courts. Headings are for convenience.

Privacy

Use subject to QuickBooks Privacy Statement. By registering, you consent to data collection and use.

Refund Policy

Cancellation within first 30 days qualifies for refund only if the plan hasn't been used. Use of support or data recovery voids refund eligibility. Post 30 days, no refunds.

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