

FREQUENTLY ASKED QUESTIONS

Springbot is an eCommerce marketing platform that brings all of your essential marketing tools into one dashboard and gives you insanely detailed analytics, marketing automation capabilities and more.

➤ ABOUT US

When was Springbot founded?

In 2012, Brooks Robinson and Joe Reger founded Springbot while participating in Flashpoint, Georgia Tech's business accelerator program.

What is a Springbot?

When you see us referring to "springbots," we're talking about our team of incredibly dedicated developers, account managers, eCommerce marketing experts and others who are passionate about our customers.

➤ GETTING STARTED

Do I Have to Sign a Contract?

Springbot does not require a contract for our service and software so you are free to upgrade or cancel at any time. However, customers are required to provide a 30-day written cancellation notice, and must comply with our terms and conditions.

How do I Get Started?

Every new customer to Springbot receives a dedicated Onboarding Manager to help ensure all your data is transferred and all integrations are working properly. Once onboarding is complete, customers are assigned to a dedicated Success Specialist.

What is Onboarding Like?

We want to set our customers up for success, which is why every onboarding session focuses on integrating Springbot with your eCommerce store and marketing tools, and providing best practices on how to maximize your business' marketing potential.

➤ USING SPRINGBOT

How Does Springbot Help Me Market My Store?

In addition to bringing all of your essential marketing channels (such as retargeting, email, and social) into one platform, we give you the ability to automate and optimize your actions based on data-driven insights that are unique to your business.

Does the Monthly Subscription Include AdRoll?

Yes, an AdRoll campaign is included. You can select from either a web campaign or a social campaign to retarget your site visitors as they go to other websites, Facebook or Instagram.

LEARN MORE TODAY!

If you're interested in learning more about Springbot, schedule a demo [here](#), or shoot us a message at contactus@springbot.com. A Springbot representative is ready to help you optimize your consumer marketing.

