

PRICING GUIDE —————

Zoho Workplace elevates your team's productivity by bringing together



Email



Chat



Meetings



Docs



Tasks



More



Zoho
Workplace

zoho.com/workplace



Workplace Standard

Ideal for small teams that require core productivity tools and basic collaboration. Backed by Zoho's trusted security.

£ 3.20

/user - billed monthly

£ 28.80

/user - billed annually

- ✓ 30 GB Mail storage per user
- ✓ 10 GB WorkDrive storage per user (Shared)

Workplace Professional

Ideal for growing businesses or teams requiring advanced features like video conferencing, extensive file storage, robust communication tools, and enhanced security.

£ 5.60

/user - billed monthly

£ 57.60

/user - billed annually

- ✓ 100 GB Mail storage + 100 GB Archival storage per user
- ✓ 10 GB WorkDrive storage per user (Shared)

Everything in STANDARD +

Zoho Mail

- ✓ Email hosting for multiple domains
- ✓ Domain aliases and Email routing
- ✓ Huge Attachments upto 500 MB
- ✓ Email and Folder sharing
- ✓ Streams - Collaboration tool
- ✓ Offline access
- ✓ Email recall
- ✓ eWidget and Developer Space

Zoho Mail

- ✓ Huge Attachments upto 1 GB
- ✓ Archival and eDiscovery
- ✓ Email backup and restoration
- ✓ White labeling
- ✓ S-MIME

Workplace Standard

- ✓ Calendar, Tasks, Notes and Bookmarks
- ✓ IMAP/ POP access in email clients
- ✓ Exchange Activesync
- ✓ Mobile apps for iOS and Android
- ✓ Resource booking (Calendar)

Zoho WorkDrive

- ✓ 10 GB File upload limit
- ✓ Team folders
- ✓ Granular access controls
- ✓ External file sharing
- ✓ Encryption at rest (256-bit AES) and SSL/TLS encryption
- ✓ Preview 200+ file formats
- ✓ Unread notifications
- ✓ Admin Dashboard
- ✓ User management
- ✓ Password protected links
- ✓ Desktop Sync
- ✓ Mobile access

Workplace Professional

Zoho Meeting

- ✓ Video conferencing up to 100 participants

Zoho Connect

- ✓ Unlimited groups
- ✓ Forums
- ✓ Task and knowledge management
- ✓ Unlimited custom applications
- ✓ External users access

Zoho Cliq

- ✓ File storage: 100GB per user
- ✓ Max. participants per channel: 20,000
- ✓ Rebranding
- ✓ Custom user roles and permissions
- ✓ User groups (Teams)
- ✓ Multi-team channels
- ✓ Exclusive security policy for teams
- ✓ Guest Chat

Workplace Standard

Workplace Professional

Zoho Office Suite

- ✓ Fully featured office suite with Zoho Writer (for documents), Zoho Sheet (for spreadsheets) and Zoho Show (for presentations)
- ✓ Unlimited Writer, Sheet, and Show files
- ✓ Up to 50 collaborators in a document

Zoho Cliq

- ✓ Searchable messages: Unlimited
- ✓ File storage: 100GB for org
- ✓ Max. participants per channel: 100
- ✓ User provisioning and de-provisioning
- ✓ Google/Google Apps sign-on
- ✓ SAML based single sign-on (SSO)
- ✓ Screen sharing
- ✓ Remote Work
- ✓ Read Receipts
- ✓ Custom Domain
- ✓ Custom Email
- ✓ External channels
- ✓ Announcement channels
- ✓ Reports

Workplace Standard

Workplace Professional

Zoho Meeting

- ✓ Video conferencing up to 10 participants
- ✓ Screen sharing
- ✓ Cloud storage for up to 10 recordings
- ✓ Zoho Meeting app for iOS and Android

Workplace add-on storage

Net Price

5 GB email storage

£ 5.60

/user - billed monthly

£ 14.40

/user - billed annually

25 GB email storage

£ 2.80

/user - billed monthly

£ 28.00

/user - billed annually

50 GB email storage

£ 4.40

/user - billed monthly

£ 44.40

/user - billed annually

100 GB email storage

£ 6.40

/user - billed monthly

£ 64.00

/user - billed annually

Workplace add-on storage	Net Price	
200 GB email storage	£ 9.60 /user - billed monthly	£ 96.00 /user - billed annually
10 GB WorkDrive storage	£ 4.20 /user - billed monthly	£ 48.00 /user - billed annually
100 GB WorkDrive Storage	£ 9.60 /user - billed monthly	£ 115.20 /user - billed annually
1 TB WorkDrive storage	£ 23.20 /user - billed monthly	£ 278.40 /user - billed annually
Mini Networks	£ 40.00 /user - billed monthly	£ 432.00 /user - billed annually
Standard Networks	£ 80.00 /user - billed monthly	£ 864.00 /user - billed annually
Ultimate Networks	£ 160.00 /user - billed monthly	£ 1728.00 /user - billed annually

Refund Policy

At Zoho, we strive to create quality software that you enjoy using for your business or professional life. You have a number of choices and we appreciate you giving us your business. Thank You. We have created this policy that details what we will do should we fail to meet your expectations.

Monthly Subscriptions

If at anytime during your **first month** using our service you are dissatisfied, please contact us. We will do our best to address your issue, provide a work around or give a timeline for a solution that will meet your needs. If you are not satisfied, we will gladly offer you a **FULL REFUND** for your purchase, and downgrade your account to the free plan for that service.

Annual Subscriptions

Zoho doesn't force you into an annual subscription as a condition to use our services. We prefer to give you the flexibility to choose. In exchange for you signing up for an annual up-front commitment, we offer you a significant discount over the already-low monthly subscription cost. If at anytime during your first **45 days** using our service you are dissatisfied, please contact us. We will do our best to address your issue, provide a work around or give a timeline for a solution that will meet your needs. If you are not satisfied, we will gladly offer you a **FULL REFUND** for your purchase, and downgrade your account to the free plan.

We want you to be happy with our service throughout your entire contract, not only the first 30 days (in case of monthly subscription) and the first **45 days** (in case of annual subscription). So we go beyond that. If at anytime during your contract we remove, break or discontinue functionality that was available at the time you signed up for our services , we ask you to notify us immediately. If we fail to address the breakage of a functionality within any promised timelines , or if we are unable to provide a satisfactory work around for discontinued functionality, we will offer you a **PRO-RATED REFUND** for the remainder of your contract.

Partial Downgrade of Annual Subscription.

There may be situations where you wish to partially downgrade your annual subscription. Partial downgrade occurs if, during your annual subscription period, you reduce the number of user licenses, downgrade the edition of our services, downgrade your paid support plan or remove an add-on that you had previously purchased. In case of partial downgrade of annual subscription, you will be provided credits in the form of extension of subscription for the active licenses. The discounts that were applied will be excluded for calculating the quantum of credits, i.e., the value for the un-used license = total amount paid - (monthly list price x number of months used).

Auto-Renewal

For your convenience, your monthly and yearly subscriptions will auto-renew until you cancel the service. Every time before your subscription auto-renews, we will send a mail specifying the amount that will be charged to your credit card. Similarly, after each renewal we will send you a receipt via e-mail specifying the amount that has been deducted together with the next renewal date and the next renewal amount.

We know that sometimes customers forget to cancel an account they no longer want until it has already been charged. That's why you can cancel your subscription **even upto five business days after your renewal date (for monthly subscriptions) or fifteen days after your renewal date (for annual subscriptions)**, and be eligible for a FULL REFUND . However, we will NOT be able to entertain requests for refund, including any for PRO-RATED refunds, after the said periods.

For questions, please e-mail payments@zohocorp.com

Exception to our Refund Policy

There will be strictly no refund (FULL OR PRO-RATED) in cases where your account is terminated or suspended or blocked by Zoho for activities that are in violation of our Terms of Service including, but not limited to phishing, impersonation, fraud, and violation of any applicable laws.

Classic Support

With a paid subscription to Zoho Workplace, buyers automatically receive our classic support. They can reach our support team 24*7 via email, phone, or chat, and even schedule remote assistance sessions. We offer a variety of resources to assist you, including:

- A comprehensive Knowledge Base with articles and troubleshooting guides.
- A searchable FAQ section addressing common questions.
- Community forums where you can connect with other users and share best practices.

Customer Interaction Flow and Support Priority Levels

- Customer will reach the Support Team via support Call/ chat/ email and create ticket.
- Request will be validated & maintained in Zoho Desk. Action is taken based on the priority level.
- Issues requiring developer attention will be debugged by SDE (Support Debug Engineer) team.
- Our support team is available 24*7 via chat, email, or call. The SDE owner will debug the issue further and revert with the reason & the solution will be conveyed to the customer by support engineer. The priority levels are as follows:

The severity level of the issues will be categorised as below,

Severity Level 1: The Zoho Service does not function without a fix being applied and the problem has significant effect on the revenues or business operations of Subscriber.

Severity Level 2: The Zoho Service can function. However, the Zoho Service functions providing incorrect results, or its performance is inconsistent with the performance described in the documentation.

Severity Level 3: The functionality of the Zoho Service is not affected by the problem or can be achieved by using other features of the Zoho Service.

Escalation Procedure:

Our dedicated classic support team is available 24 hours per day (UK Time), 7 days per week.

Training

Zoho Workplace offers various training facilities to help users get started and make the most of the service. The training facilities include online help and assistance, which provide users with access to comprehensive documentation, tutorials, and guides. These resources are designed to facilitate orientation to the new service and help users understand its features and functionalities. Additionally, Zoho Workplace's customer success team provides introductory or onboarding services to further support users during the initial stages of using the service. These services include personalized training sessions, on-site visits, or dedicated support from a customer success manager. The goal is to ensure that users have the necessary training and support to effectively utilise Zoho Workplace.

Zoho Workplace caters to businesses of all sizes. Its flexible plans and customization options allow businesses to tailor the platform to their specific needs.

Being a platform that offers comprehensive features and robust data security and privacy, Workplace has carved a niche as a trusted collaboration platform for millions of users worldwide.

Trusted by more than

16 Million users
around the world



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