



FAQ

What's a BombBomb? What is an async video?
Why do "free" camera and screen recorders have fine print?
Plus, other commonly asked questions.

+ **Does BombBomb limit my videos and storage?**

No. Every BombBomb video messaging plan includes unlimited videos and a video library.

+ **What is async video?**

Async videos connect you with people face-to-face, so you can keep communications personal—and detailed—and skip the meeting. Record your screen, camera, or both to do business more efficiently.

BombBomb works on any device and with our mobile app. Pin to your browser extension, add in to your favorite email, and integrate our video messaging platform with 60+ other systems.

+ **Can I start a free trial of paid plans?**

Yes, you can try our Essentials or Plus plans free for 14 days. If you would like to explore our Teams solution, please [contact us](#), because there are many options to tailor it to work for you and your organization.

+ **What are my payment options?**

You can be billed monthly, but you save with an annual plan. We accept credit card payments.

If you are interested in paying via ACH, [reach out to our team](#) here who can answer questions and assess your eligibility.

+ **Does BombBomb work in regulated industries?**

Yes. BombBomb serves leaders in financial services, mortgage, accounting, insurance, and other industries where compliance matters. For example, our Teams plan has robust features for compliance, such as a workflow that requires new videos to undergo an internal review before being sent.

+ **Is there pricing for education, government, and not-for-profits?**

Yes. BombBomb has special programs for education, government, and nonprofits. BombBomb can improve student success, donor relations, community outreach, and internal collaboration. Learn [how to get verified](#) and pick the right BombBomb plan for your organization.

+ **Do you sell my data?**

No. Unlike many free video email products and free async video platforms, BombBomb does not sell your data. We do not access your private video content to mine data. We respect your [privacy](#).

+ **What are the differences between Essentials, Plus, and Teams?**

All plans feature unlimited videos and workspace storage, plus a host of free integrations.

Unlike free video messaging platforms, BombBomb does not limit the numbers or lengths of videos. We do not sell your data or mine your data. We respect your [privacy](#). When it comes to “free” async video plans, we encourage you to read the fine print.

The Essentials plan is BombBomb’s video creator and video library plan for solopreneurs or small teams. It includes unlimited camera and screen recordings, video editing tools, custom branding, free integrations to email and other apps, and the ability to export your data.

For teams of all sizes, the Plus plan is best for businesses that want to leverage BombBomb's expanded workspaces, harness powerful automations, and administrative features. Beyond recording your screen, this plan can generate more leads, sales, and efficiencies for teams.

Teams is our enterprise answer for video communication at scale—across a range of use cases. From patented CRM integrations to top-tier compliance platforms with advanced administrative controls, this plan is built for large teams and enterprises. Priority support and tailored onboarding is async video reimaged.

Contact sales to explore BombBomb for enterprise-level deployment. Make the most of async video with your CRM, mobile apps, backed by U.S.-based support.

+ **Can BombBomb work inside my email?**

Absolutely. Record your computer's or mobile device's screen of choice. Or just use the camera to be the video star. BombBomb integrates with Gmail, Outlook, and 60+ other applications. You can use it like any other plug-in inside your email application or browser. You do not need to toggle between your email and BombBomb.

Email integration is included with every plan. To integrate BombBomb with Outlook, check out [this article here](#).

To send videos while using Gmail, [this article](#) is the one you need.

To integrate Gmail servers with BombBomb, [check out this article](#).

+ **What is a workspace?**

The workspace is an easy to use, centralized portal to create and edit videos, save them in the central library, and manage contacts and automations.

Depending on your plan, the Workspace expands with more and more features and options.

Every plan includes video editing and branding, personal storage workspace, and other premium features. Our Plus and Teams plans offer progressively robust workspaces, automations, and administrative controls.

Compare any of our plans to free video email platforms. Free async video plans are free because they limit your videos, video lengths, storage—even your ability to add a logo or export your own data. Many freemium plans also may sell or trade your data.

+ **Do I get a refund if I cancel?**

Your plan remains active for the remainder of the cycle that was paid. To cancel your subscription, log into your account, hover over your name in the upper right corner, and click "Subscriptions."

At the bottom of the Subscription & Payment page, you will find a link to cancel your subscription.

Before you leave, we hope you'll [contact our support team](#) first. Give us an opportunity to help you get the value from this powerful way to do business and collaborate.

Start your free trial

Free 14-day trial. No credit card.
Or contact us about our solutions for your enterprise.

[TRY IT FREE](#)

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Sales

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Large teams and enterprises should reach
out to [explore the options](#).

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