

Refund and Cancellation Policy

Subscription Terms

1. Month to month

Your subscription begins as soon as your initial payment is processed. Your subscription will automatically renew each month without notice until you cancel. If you are not purchasing through an App store, you authorize us to automatically charge your payment method(s) through our third party payment processor, every month until you cancel. We will automatically charge you the applicable rate for your plan, plus applicable taxes (such as sales tax, VAT or GST if the rate does not include it), every month upon renewal until you cancel. We reserve the right to charge you forty-eight (48) hours in advance of renewal.

We may change your plan's rate each monthly renewal term, and we will notify you in the event of an increase. If the applicable sales tax, VAT or GST rate (or other included tax or duty) changes during your one-month term, we will accordingly adjust the tax-inclusive price for your plan on your next billing date.

If your primary payment method fails, you authorize us to charge any other payment method in your account. If you have not provided us a backup payment method(s) and you fail to provide payment, or if all payment methods in your account fail, we may suspend your subscription.

For European Economic Area customers, your bank may require you to authenticate your initial purchase using a password, a one-time code sent to your mobile number, or biometric recognition. When you authenticate, you also authorize us to charge your payment method for your additional purchases without providing us further payment information or other instructions (i.e., we will initiate future payments independently). Such additional purchases may occur when we automatically charge your payment method in connection with a recurring subscription or when you add or change licenses or products.

2. Annual contract, paid yearly

Your subscription begins as soon as your initial annual payment is processed. Your subscription will automatically renew annually without notice until you cancel. If you are not purchasing through an App store You authorize us to automatically charge your payment method(s) every year through our third-party payment processor until you cancel. We will automatically charge you the applicable rate for your plan, plus applicable taxes (such as sales tax, VAT or GST if the rate does not include it), every year upon renewal until you cancel. We reserve the right to charge you forty-eight (48) hours in advance of renewal.

We may change your plan's rate each annual renewal term, and we will notify you of any rate change with the option to cancel. If the applicable sales tax, VAT or GST rate (or other included tax or duty) changes during your one-year term, we will accordingly adjust the tax-inclusive price for your plan mid-term on your next billing date. If your primary payment method fails, you authorize us to charge any other payment method in your account. If you have not provided us a backup payment method(s) and you fail to provide payment, or if all payment methods in your account fail, we may suspend your subscription.

For European Economic Area customers, your bank may require you to authenticate your initial purchase using a password, a one-time code sent to your mobile number, or biometric recognition. When you authenticate, you also authorize us to charge your payment method for your additional purchases without providing us further payment information or other instructions (i.e., we will initiate future payments independently). Such additional purchases may occur when we automatically charge

your payment method in connection with a recurring subscription or when you add or change licenses or products.

3. Cancellation and Refund Terms

You can cancel your auto-renewal through device settings within the App, relevant App store or by contacting customer support at contact@lightricks.com.

To request a full or partial refund, you must reach out to customer support at contact@lightricks.com. A refund will only be available within 14 days from payment. Refund requests made after 14 days, will be dealt with on a case by case basis at our sole discretion. If a full or partial refund is granted, please note that your auto-renewal will then also be cancelled, and your subscription will be immediately stopped, and you will lose access to the product.

Refunds will only be issued to the payment method used to purchase the subscription.

Apple Support must be contacted directly for refund requests in relation to purchases made within the Apple App Store and will be handled in accordance with Apple policies.

One Time Purchases

1. Terms

Your access begins as soon as your initial payment is processed. You will be charged, in one lump sum, the published rate stated at the time of purchase, plus applicable taxes. You authorize us, through our third-party payment processor, to charge your payment method(s).

If your primary payment method fails, you authorize us to charge any other payment method in your account. If you have not provided us a backup payment method(s) and you fail to provide payment, or if all payment methods in your account fail, we may suspend your subscription.

For European Economic Area customers, your bank may require you to authenticate your initial purchase using a password, a one-time code sent to your mobile number, or biometric recognition. When you authenticate, you also authorize us to charge your payment method for your additional purchases without providing us further payment information or other instructions (i.e., we will initiate future payments independently). Such additional purchases may occur when we automatically charge your payment method in connection with a recurring subscription or when you add or change licenses or products.

2. Refund Terms

To request a full or partial refund, you must reach out to customer support at contact@lightricks.com. A refund will only be available within 14 days from payment. Refund requests made after 14 days, will be dealt with on a case by case basis at our sole discretion. When we are not able to issue the refund, you must contact the relevant App store. If a full or partial refund is granted, please note that you will lose access to the product.

Refunds will only be issued to the payment method used to purchase the subscription.

Apple Support must be contacted directly for refund requests in relation to purchases made within the Apple App Store and will be handled in accordance with Apple policies.

Free Trials

We reserve the right to modify or terminate free trial offers at any time and for any reason.

At the conclusion of the free trial period, you will automatically be charged the then-current subscription price and the payment method provided will automatically be charged unless you cancel in advance.

We reserve the right to charge you forty-eight (48) hours prior to the end of the free trial period.