

Lightricks™

Refund and Cancellation Policy

Last update: April 3, 2025

We, at Lightricks Ltd. ("Lightricks" or "we"), understand that subscription purchases don't always go as planned. If you ("you," "your") regret or would like to cancel a purchase, you *may* be able to obtain a refund. We've set out some rules below for what can and cannot be refunded and other related information. We recommend reviewing this Refund and Cancellation Policy (the "**Refund Policy**") periodically as it may be updated to reflect changes in our policy or legal requirements.

1. General

Lightricks offers mobile software applications (each, an "**App**") to create, edit, perfect, and share photos, videos and remakes. We offer paid subscription options (the "**Subscription**") to our Apps on various billing cycles (such as weekly, monthly, quarterly and yearly), which can be purchased either directly in the App, through one of the mobile stores (i.e. Apple or Google) (the "**Stores**") or through our App webpage (the "**Web**"), which include premium features and benefits that are not available to free users. The specific features and limitations included in the Subscription are clearly displayed on our subscriptions page within the App.

You can view your current Subscription status and billing cycle date in your device settings if you purchased your Subscription through one of the Stores, or if you purchased it via the web it will be under account settings— depending on the App. Changes to your billing cycle are only available for purchases made through the App, and only from weekly to yearly and can be done from within the settings on your device (or through the App, if such option is available). We don't support other changes, or changes to purchases via Web, so the only available option purchased via Web, is to terminate the Subscription at the end of the billing cycle and purchase a new Subscription with a different billing cycle, to the extent such different billing cycle is available for you to purchase (and Lightricks does not guarantee availability of all billing cycle options to all users). Any such change will take effect at the start of your next billing cycle. Please note that following any such change, your Subscription will renew on a yearly basis, until cancelled.

2. Trial Period

If you are eligible for a free trial, and you choose to utilize such an offer, your free trial period will begin as soon as you purchase a Subscription. The trial period typically lasts seven (7) days, although Lightricks may modify this duration from time to time at its sole discretion. We reserve the right to modify or terminate free trial offers at any time and for any reason. We recommend checking the Subscription offer(s) in the App(s) or Web (as applicable) before purchasing a Subscription. During the trial period, you'll have access to the App(s) you subscribed to. Upon conclusion of your trial period, you will automatically be charged for your Subscription, unless you cancel at least 48 hours prior to such renewal, which will allow you to continue using the App(s) until the end of the free trial only. Please note that for purchases made via the Stores, a free trial period is currently available only for yearly subscriptions.

3. Available Subscription Billing Cycles

- 3.1. The types of Subscriptions offered will be shown in the Subscription page either in the App or the Web, as applicable, and such types may vary from user to user and from platform to platform. We may offer the following billing cycles for Subscription purchases: (i) Weekly (which is available for purchase via the App(s) and the Web; (ii) Monthly (which is available for purchase via App(s) and the Web; (iii) Quarterly (which is available for purchase only via the Web; and (iv) Yearly (which is available for purchase via the App(s) and the Web.
- 3.2. Your Subscription begins as soon as you sign up to the subscribed services and your initial payment is processed (or immediately after the conclusion of the free trial, if applicable). Your Subscription will automatically renew at the beginning of each billing cycle (in accordance with your Subscription plan and your billing cycle, i.e. weekly, monthly, quarterly or yearly) without notice until you cancel. Lightricks 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 renewal on the date of the billing cycle and until you cancel your Subscription.

4. Transfer of Subscription; Payment Method; Invoices

- 4.1. Please note, Lightricks cannot transfer your Subscription from Apple to Google or vice versa. If you changed your device, please contact our customer support at contact@lightricks.com, so we can guide you on next steps.
- 4.2. Payments for Subscription purchases made through one of the Stores are handled by the respective Store, according to its terms and the currency set in your account. Lightricks has no control over these transactions and cannot be held responsible for any issues. Once payment is processed, you'll receive a confirmation directly from the Store. For invoices, please reach out to the applicable Store's customer support.
- 4.3. For purchases made through the Web:
 - 4.3.1. Only payment methods supported by Stripe, Adyen and PayPal are currently accepted. Stripe, Adyen and PayPal are PCI compliant service providers and hold the most stringent level of certification available in the payments industry. Subscription tier prices are listed and charged in the currency presented on the payment page. If you have specified a different currency with your credit card provider, or in your personal PayPal account, the actual charge will be in that currency, per those providers' terms and conditions. Lightricks does not control or take responsibility for the currency used, and you will have no claims regarding this.
 - 4.3.2. You hereby authorize Lightricks to automatically charge your payment method(s) through our third party payment processor, at the beginning of each billing cycle, until you cancel your Subscription. If your primary payment method fails, you authorize us to charge any other payment method in your account. If you have

not provided us with 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.

- 4.3.3. 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 it, 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 the Subscription billing cycle.
- 4.3.4. Upon the successful payment of your Subscription, an invoice will be sent to the email address you provided us when you signed up via Web. It is your responsibility to retain all copies of such invoices.

5. **Change in Prices and Taxes**

- 5.1. Lightricks reserves the right to change any or all of the Subscription prices (including, without limitation, by way of canceling the free trial), where such change will only apply to each renewal or any new purchase of Subscription. In the event of such a price change, we will notify you prior to the renewal of your Subscription so that you may cancel the Subscription if you wish to do so.
- 5.2. If the applicable sales tax, VAT, GST, or other included duty changes during your subscription, the tax-inclusive price of your plan will be adjusted accordingly, and the difference will be reflected in your next billing cycle.

6. **How to Cancel your Subscriptions**

In order to cancel your subscription, please follow the instructions below:

6.1. Web Purchases:

In order to cancel your Subscription purchase via the Web, first head over to the Web and log into your account, where you will find all of your Subscriptions (past and present).

Under each Subscription, you have the option to "Manage subscription". Once you click on that, you'll be able to see all your Subscriptions, and you will also have the option to cancel your Subscription by simply clicking "Cancel subscription".

Then follow the prompts to submit a cancellation request until you reach the confirmation page that confirms your Subscription has been canceled successfully.

Please note that cancellations will only take place at the end of the current billing cycle, so you will continue to have access until the end of that billing cycle, and you will not be charged for the renewal.

Subscription cancellation isn't automatically eligible for a refund, and a refund will only be issued in accordance with this Refund Policy and any applicable law.

It is hereby clarified that, to the extent permitted by applicable law, no refund will be provided for any partial Subscription periods or unused services, even if you choose to cancel before the end of the current billing cycle. If you need further assistance with cancellation of your Subscription, please contact our customer support at support@lightricks.com.

6.2. Store Purchases:

Subscriptions purchased via one of the Stores are managed by the applicable Store and can be found in your device's settings or the applicable Store.

Apple App Store Purchases:

Launch the Settings app on your Apple device (make sure you're signed into the correct Apple Account) → Tap your name at the top of the screen → Tap on Subscriptions and choose the relevant App → Tap on "Cancel Subscription" → Follow the instructions.

Google Play Purchases:

Open the Google Play Store on your Android device (make sure you're signed into the correct Google Account) → Tap Menu and then Subscriptions → Select the applicable App → Tap "Cancel Subscription" → Follow the instructions.

Please note that uninstalling the App(s) does not automatically cancel your Subscription.

7. **Cooling-Off Period and Refunds for Web Purchases**

- 7.1. Upon signing up and purchasing a Subscription via the Web, you become a subscriber of the applicable App, and as a result receive access to our Apps immediately, which means you will no longer have a statutory right to withdraw and you waive such right by signing up and purchasing a Subscription and by accepting our Terms of Use (also available [here](#) (the "**Terms of Use**")) in accordance with the statutory provisions of the European Economic Area. As a result, you will not be eligible to get a refund based on a statutory withdrawal right. However, we offer you the possibility to change your mind and get refunds and cancel your Subscription as stated herein. We offer a 14-day cooling-off period starting from the date of your first time purchase of the Subscription (i.e. this does not apply to any renewal(s)). This cooling-off period is designed to give you peace of mind and ensure that our App(s) meet your needs. The cooling-off period would apply only from the initial date when you made the Subscription purchase, which is considered as the date of when the services have been delivered. During this 14-day period of time, you may be eligible to cancel your Subscription for no reason and receive a full refund. After cancellation of your Subscription, you must reach out to our support at

support@lightricks.com in order to receive a refund. We will verify your eligibility for a refund, and eligible refunds will be processed within 14 business days to the original payment method, and you will receive a refund receipt from us to the email you provided us when signing up on the Web. We will notify you via email if you are not eligible for a refund. Please note that some payment providers may take longer to credit the refund to your bank account, and Lightricks is not responsible for any such delays in receiving the refund.

- 7.2. If a refund is granted, the auto-renewal will also be cancelled, your Subscription terminates immediately, and you will lose access to the paid features of the App(s).
- 7.3. Following the lapse of the cooling-off period, any cancellation of your Subscription will only affect the next billing cycle, i.e. if you cancel your Subscription before the end of the month, for monthly Subscriptions, you will not be charged in the next month for the renewal and you will retain access to your Subscription through the end of the then-current month. No refunds except as detailed herein shall be provided in the event of early cancellation of your Subscription. Lightricks does not provide any partial or full refunds once the Subscription period has started, except as specified in this Section 7.
- 7.4. Please note that Lightricks will not tolerate any abusive use of this option and may decide to take any action necessary against users who violate this Refund Policy and specifically this Section 7.4, including, without limitations, blocking such user's account, rejecting such user's payment method, etc.
- 7.5. Please note this Section 7 only applies to Subscriptions purchased via the Web. *Refunds and cancellations of Subscriptions purchased via one of the Stores will be subject to the Stores' refund and cancellation policies.*

8. **Refunds for Store Purchases**

For Apple App Store Purchases:

Go to [Apple's problem reports page](#) → Log in with your Apple ID username (typically your email address) and password → Tap or click "I'd like to" → Choose "Request a refund" → Choose the reason why you want a refund, then choose Next → Choose the App, then choose Submit. You can also speak directly with [Apple Customer Support](#).

For Android (Google Play) Purchase

Go to [Google's request a refund page](#) → Log in with your Google account or confirm your Google account used for the purchases → Find the Purchase – you'll see a list of your recent purchases → Select "Request a Refund" or "Report a Problem" (If the "Refund" option is available, click it. If not, choose "Report a problem" and then select a reason that best matches your situation) → Fill Out the Form → Click Submit. You can also speak directly with [Google Customer Support](#).

Refunds will only be issued to the payment method used to purchase the Subscription, and in accordance with the Stores' refund policy.

9. **Refunds for in-app Purchases**

We may offer digital content for in-app purchases (the "**In-App Content**"), regardless of the purchase of a Subscription (i.e. some features may require additional payment even if you already have a Subscription). By purchasing In-App Content, you acknowledge and agree to the following:

- 9.1. The In-App Content is digital content and will be delivered immediately.
- 9.2. You hereby expressly consent to the immediate supply of the In-App Content, as required under applicable law.
- 9.3. You acknowledge that by giving this consent, you lose your right to withdraw from the purchase and Section 7 of this Refund Policy will not apply to any purchase of In-App Content.
- 9.4. All purchases are final and non-refundable, including all unused In-App Content purchases, and even if you stop using the App or your account is suspended or terminated for any reason, all in accordance with applicable law.

10. **Governing Law; Dispute Resolution; Additional Agreements**

The provisions of Section 14 of our Terms of Use shall govern this Refund Policy with respect to Governing Law and Dispute Resolution. Other than as specifically specified in this Refund Policy, all usage of the Apps is governed by our Terms of Use.

11. **Contact Us**

If you didn't find the answer you were looking for in this Refund Policy, or if you need assistance with your cancellation or refund, please contact us at: support@lightricks.com.