

LIGHTRICKS™

Refund and Cancellation Policy

Last update: October 29, 2023

1. **Subscription Terms**

1.1. Week to week/Month to month

Your subscription begins as soon as you have signed up to the subscribed services and your initial payment is processed. Your subscription will automatically renew each week/month (as applicable, in accordance with your subscription plan) 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 week/month (as applicable) 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 week/month (as applicable, in accordance with your subscription plan) upon renewal until you cancel. The payment method provided will automatically be charged unless you cancel 48-hours in advance.

We may change the subscription price each weekly/monthly (as applicable) renewal term, and we will notify you in the event of an increase and give you the option to cancel the subscription. If the applicable sales tax, VAT or GST rate (or other included tax or duty) changes during your one-week/one-month (as applicable) 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.

1.2. Annual contract, paid yearly

Your subscription begins as soon as you have signed up to the subscribed services and 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. The payment method provided will automatically be charged unless you cancel 48-hours in advance.

We may change the subscription price each annual renewal term, and we will notify you of an increase and give you the option to cancel the subscription. 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.

1.3. One Time Purchases

Your access begins as soon as your 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.

1.4. 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 48-hours in advance.

1.5. 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.

Please note, we 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 could guide you on the following steps.

2. **Cancellation Terms**

We're sad to hear you'd like to cancel your Subscription! If there's anything we can do for you to continue learning, just let us know.

If you would still like to unsubscribe, just follow the steps below. This will stop your Subscription from renewing after the current time ends. (If you were searching for steps on how to request a refund instead, see below).

Please note, you can cancel your Paid Subscription at any time, and you will continue to have access to the Service through the end of the billing period (i.e. if you purchased a monthly subscription, you will have access until the end of the applicable month). To the extent permitted by the applicable law, and unless otherwise detailed in this Refund and Cancellation Policy, payments are non-refundable and we do not provide refunds or credits for any partial Paid Subscription periods or unused Services. To cancel, please follow the instructions below. If you cancel your Paid Subscription, your account will automatically close at the end of your current billing period.

Most Subscriptions started on an iPhone/iPad are through the App Store and most Subscriptions started on an Android device are through Google Play.

2.1. For Apple App Store Purchases:

Launch the Settings app on your iPhone or iPad

Tap your name

Tap on Subscriptions and choose the App

Tap on "Cancel Subscription"

2.2. For 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 App

Tap Cancel Subscription

Follow the instructions

2.3. For purchases made via our web payment system:

Head to www.facetuneapp.com/account or www.videoleapapp.com/account or www.photoleapapp.com/account > log in with the same email used to sign up (shown at the top right of the Lightricks invoice that was sent to your email inbox) > tap cancel your subscription. If you need further assistance, Contact our customer support at contact@lightricks.com.

Please note that uninstalling the app does not automatically cancel your Subscription.

3. **Refund Terms**

3.1. How to ask for a refund?

3.1.1. For Apple (App Store) Purchase:

With just a few quick steps, you can request a refund from Apple:

Go to Apple's problem reports page: <http://reportaproblem.apple.com/>

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.

3.1.2. For Android (Google Play) Purchase

You can request a refund directly by following these steps on Google Play. If you have any trouble, please reach out to our team. Payments made through the Google Play Store are eligible for a full refund within 30 days of purchase.

3.1.3. For purchases made via our web payment system

To request a refund, you must reach out to customer support at contact@lightricks.com. Lightricks does not provide any partial or full refunds once the Subscription period has started, except as otherwise specified in the Agreement or under special circumstances, at Lightricks sole desecration on a case-by-case basis. However, when signing up to a Subscription **for the first time**, you have a right to a fourteen (14) day right of withdrawal or "cooling-off period", subject to applicable laws, in which you can request and receive

a refund. The “cool-off period” would apply only from the initial date when the Subscription services has been delivered, which is the date when you sign up for a Subscription plan. You may only use this right once, at the first purchase engagement with Lightricks, following the 14-day period, you will be subject to this Refund and Cancellation Policy. Notwithstanding the above, the cool-off-period will cease when and if you use the paid services, the right to receive a refund within the 14-day period is subject to not using the paid-services.

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.

3.2. General: Refunds will only be issued to the payment method used to purchase the Subscription, and in accordance with the applicable policy (Apply policy, Google Play Policy, or our Credit card purchase policy).

4. **In-App Purchases**

All consumable in-app purchases made through our application are final and non-refundable. You acknowledge that you will not receive any refund or compensation for unused in-apps purchases when your access to our apps or to your account (if any) is suspended or terminated for any reason.

5. Sample Withdrawal Form

(If you want to withdraw from your Subscription, please fill out this form and sent it back)

To: Lightricks

Building 5.4, Professor Racah, Givat Ram Campus Jerusalem, Israel, 91904

contact@lightricks.com

Herewith I/we (*) withdraw from the contract concluded by me/us (*) for the purchase of the following Products (*)/ the provision of the following service (*)

Ordered on (*)/received on (*)

Name of the consumer(s)

Address of the consumer(s)

Signature of the consumer(s) (only in case of a paper communication)

Date

(*) Delete where not applicable