



LifeFlix Refund Policy

We value our customers and strive to provide a smooth digitizing experience. Please review our refund policy below

Free Trial

- LifeFlix offers a **7-day free trial** for all users.
- This allows you to test the software with your device setup to ensure compatibility before purchasing.

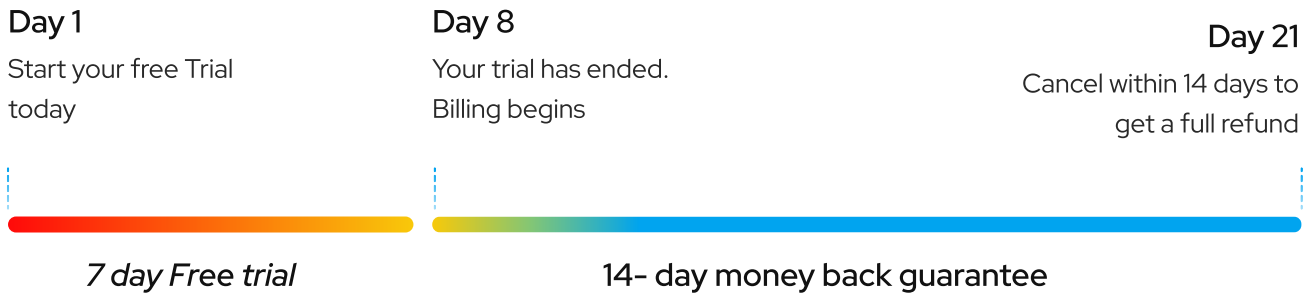
What to Verify During the Trial

- Ensure the device connects properly.
- Confirm successful footage transfer.

Refund Grace Period

- After purchasing, you have a **14-day grace period** to request a refund
- Refund requests must include one or more of the following:
 - Error logs
 - Screen recording showing the issue.
 - Screenshots or other proof of functionality problems.

How the 7 day Free Trial works



Packages and Applicability

- LifeFlix offers two purchasing options to suit your needs.
 - **V5 Annual Subscription (\$49):** Includes free updates throughout your subscription period.
 - **Perpetual License (\$99):** Provides access to all V5 updates with a one-time purchase.
- The refund policy applies equally to both packages. We aim to sustain and improve the product for all users through these options.





Important Notes



■ Check Your [Cables and Adapters:](#)

- Use a FireWire cable with the correct Thunderbolt adapters (USB cables are not supported).

■ Verify System and Camera Settings:

- Ensure your Mac is running macOS 10.7 or later.

■ Device Wear and Tear:

- Some older devices may have wear and tear that could impact performance.
- The free trial is designed to let you test LifeFlix with your setup before purchasing.

■ No Refunds Beyond 14 Days:

- If you purchase LifeFlix without using the free trial and the 14-day grace period has passed, refunds will not be offered.

A photograph showing a person's hands using a microscope. The person is wearing a watch and a patterned shirt. The background is dark and out of focus.

Refund Policy Scope

■ LifeFlix Website Purchases:

- This refund policy only applies to purchases made directly on the **LifeFlix website** lifeflix.com.
- Refunds may take **5–10 business days** to appear on your statement.

■ Third-Party Purchases:

- Refunds are **not applicable** for purchases made on third-party platforms, as we do not have authorized resellers.
- If purchased via the **Apple App Store**, Apple's refund policy applies.



Encouragement to Trial

- We highly encourage all users to fully utilize the **7-day free trial** to ensure the software is suitable for their specific needs.

Legacy Support

- For legacy devices, older builds (v3.6 and 4.2) are available upon request. Compatibility can be tested via a free trial, and a lifetime license is required for full access.

Support Assistance

- If you encounter issues, our support team is here to help. [Contact us](#) for troubleshooting and assistance before requesting a refund.

By purchasing LifeFlix, you agree to the terms of this refund policy.

*A refund does not automatically unsubscribe you from our mailing lists. If you wish to stop receiving emails, please use the "**unsubscribe**" link provided in our emails.*

