RAY OF LIGHT PUBLISHING LLC

REFUND POLICY | Effective October 24, 2026

Digital software purchases

Ray of Light Publishing LLC is an established Texas software publisher offering downloadable Windows desktop software products. Each software product is purchased separately. Purchases are one-time payments, not subscriptions. Because software is digitally delivered and can be retained after download, purchases are generally final once delivered, except as provided in this policy, the applicable merchant-of-record terms, and mandatory consumer law.

Three-day defective-software refund window

A customer may request a refund within three (3) calendar days after purchase if a verified defect in the purchased software product prevents installation, initial license activation, or ordinary operation. A request must be emailed to marketing@rayoflightpublishing.com within that period. We may offer reasonable troubleshooting to verify the problem, but this voluntary policy does not limit remedies required by law.

How to request a refund

Include the purchaser email address associated with the order, the product name, the order number or shared license key if available, and a brief description of the issue. Screenshots or diagnostic information may be helpful, but please do not send personal photographs, videos, recordings, documents, or other private library files unless you independently choose to share them. If a key or order number cannot be found, purchase verification may be possible using other records.

Purchase and defect verification

Ray of Light Publishing LLC and the authorized checkout provider identified during the transaction may review the purchase and reported issue and request information reasonably necessary to evaluate a refund. Depending on the checkout arrangement, the provider may act as merchant of record. Any refund processing is subject to applicable checkout and payment-provider procedures and legal obligations.

License keys, activations, and offline use

Each product purchase is associated with one purchaser email address and one shared license key for that product. The Single Copy package ($69.99) permits activation on one computer, the Family Two-Pack ($129.99) on two computers, and the Family Three-Pack ($189.99) on three computers. Each computer requires an initial online activation; ordinary use after successful activation does not require recurring online license validation. Downloading the installer again does not create additional computer activations. A lost key, unauthorized sharing, or use beyond the purchased activation limit is not, by itself, a software defect. Computer replacement or reinstallation may require a new activation or a supported release of an existing activation. These provisions do not restrict any mandatory legal remedy.

Refunded licenses

When a refund is issued, the associated product license may be revoked or deactivated to the extent technically supported and permitted by law. This may affect all computers activated under the refunded shared license key. Ray of Light Publishing LLC | Refund Policy Page 1

Your legal rights

This policy does not exclude or restrict any refund, warranty, cancellation, or other consumer right that cannot lawfully be waived. Remedies required by applicable law or the merchant of record's legal obligations remain available, including when the three-day voluntary request period has passed.

Contact

Ray of Light Publishing LLC Texas, United States Email: marketing@rayoflightpublishing.com Ray of Light Publishing LLC | Refund Policy Page 2