RAY OF LIGHT PUBLISHING LLC

TERMS OF SERVICE | Effective October 24, 2026

1. Scope and acceptance

These Terms of Service (“Terms”) govern purchases of downloadable Windows desktop software products published by Ray of Light Publishing LLC, a Texas limited liability company (“Company,” “we,” or “us”), and the Company’s product sales websites. Each separately purchased product is referred to as the “Software.” By accessing a covered sales website or placing an order, you agree to these Terms to the extent applicable. Use of each Software product is also governed by the End User License Agreement (“EULA”) accepted at checkout or, where presented, during installation or activation.

2. Products and platform

The Company publishes downloadable Windows desktop software for preserving, organizing, exploring, and presenting family history, memories, and related personal materials. Individual products have different functions and content types. They are not Mac, phone, or browser-based applications unless a particular product expressly states otherwise. The applicable product page and checkout describe features, system requirements, compatibility, and delivery details. Each product is licensed separately; purchasing one product does not include other products.

3. One-time purchase and pricing

Each Software product is sold for a one-time payment, not a subscription. Standard packages for each product are Single Copy (one computer), $69.99; Family Two-Pack (two computers), $129.99; and Family Three-Pack (three computers), $189.99. Applicable taxes and the total payable amount are displayed at checkout. Prices may change for future orders without changing completed purchases. Licenses have no scheduled expiration date, subject to the EULA.

4. Checkout, payment, and digital delivery

The Company uses an authorized third-party checkout provider to process Software purchases, including payment processing, order communications, and digital delivery of downloads and license information. Depending on the checkout arrangement, the provider may serve as merchant of record. The provider’s identity and applicable checkout terms are disclosed during the purchase process. The Company does not directly collect full payment-card numbers. After successful payment, purchasers receive access to the purchased Software and license information through the checkout fulfillment process.

5. One license key and one purchaser email

Each product purchase provides one (1) shared license key associated with the purchaser’s checkout email address. Family Two-Pack and Family Three-Pack purchases do not provide separate keys or require separate purchaser email addresses for family recipients. The purchaser may share the same key and installer with intended family recipients within the purchased activation limit. Keys and installers must not be publicly posted, resold, sublicensed, or distributed to unintended recipients. A key for one product does not activate another product.

6. Computer activation limits

Single Copy permits activation on one (1) Windows computer, Family Two-Pack on two (2), and Family Three-Pack on three (3). These limits concern activated computers, not the number of installer downloads. Downloading again does not add activations. Computer replacement, reinstallation, or significant hardware changes may require a new activation. Releasing an activation is available only if supported by the licensing system; additional activations require an available slot or another qualifying purchase.

7. Initial activation and offline use

An internet connection is required for initial activation on each permitted computer. After successful activation, ordinary use on that computer operates offline indefinitely, without recurring online license checks, periodic validation, offline grace periods, or a requirement to reconnect to continue using an activated installation. New activation, reactivation, or supported activation release may require internet access. Offline operation does not guarantee compatibility with future Windows versions or hardware, or recovery of lost local data.

8. License rights and restrictions

The Software is licensed, not sold. Each purchase grants the limited rights stated in the applicable EULA and does not transfer ownership of source code, branding, or other intellectual property. Use is for lawful personal or household purposes within the purchased computer limit. To the extent permitted by law, users may not circumvent license protections, distribute Software beyond permitted family recipients, remove ownership notices, or reverse engineer or decompile Software except where applicable law permits.

9. Customer content and backups

Customers retain their rights in photographs, videos, recordings, documents, notes, and other content they import or create. Customers are responsible for necessary rights and permissions, lawful use, computer security, and independent backups of their application data and source materials. The Company does not acquire ownership of customer family content or undertake to store, monitor, or recover locally held libraries. The Software and sales websites may not be used for unlawful activity or infringement of others' rights.

10. Privacy and local operation

The Company's desktop products are designed for local handling of customer project content during ordinary use. The Company does not obtain customer libraries through ordinary offline operation. Initial license activation transmits license and necessary technical information to the licensing provider; it does not require uploading personal family libraries. Website hosting, checkout, and licensing services may process technical or transaction information as described in the separate Privacy Policy. Information voluntarily emailed to the Company is handled separately. Product-specific data practices, if any, are described in the applicable Privacy Policy or product disclosures.

11. Refunds

Digital purchases are generally final after delivery, subject to the published Refund Policy, merchant-of-record obligations, and mandatory consumer rights. Under the Company's voluntary policy, a customer may request a refund within three (3) calendar days of purchase when a verified Software defect prevents installation, initial activation, or ordinary operation. Requests may be sent to marketing@rayoflightpublishing.com with the purchaser email, order number or license key if available, and a brief description. Missing keys and exhausted activations do not by themselves establish a defect. Refunded licenses may be revoked where technically supported and lawful. See the separate Refund Policy for full details.

12. Support, updates, and compatibility

A one-time purchase does not include a promise of future updates, additional features, continuing maintenance, personalized installation assistance, license-key management, data recovery, or ongoing technical support. Assistance or updates provided voluntarily do not create a continuing obligation. Compatibility with future Windows releases is not guaranteed. Nothing in these Terms excludes obligations or remedies that cannot lawfully be excluded.

13. Disclaimers and limitation of liability

TO THE MAXIMUM EXTENT PERMITTED BY LAW, THE SOFTWARE AND SALES WEBSITES ARE PROVIDED "AS IS" AND "AS AVAILABLE," WITHOUT GUARANTEES OF ERROR-FREE OR UNINTERRUPTED OPERATION OR PRESERVATION OR RECOVERY OF DATA. TO THE MAXIMUM EXTENT PERMITTED BY LAW, THE COMPANY AND ITS MEMBERS, MANAGERS, AND REPRESENTATIVES ARE NOT LIABLE FOR INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES, INCLUDING LOSS OF DATA, MEMORIES, OR PROFITS. THE COMPANY'S AGGREGATE LIABILITY RELATING TO A PURCHASE WILL NOT EXCEED THE AMOUNT PAID FOR THAT PURCHASE, EXCEPT WHERE LAW PROHIBITS SUCH A LIMIT. NON-WAIVABLE RIGHTS AND LIABILITIES REMAIN UNAFFECTED.

14. Governing law and disputes

Texas law governs these Terms except where mandatory consumer protections of another jurisdiction apply. Disputes may be brought in a court of competent jurisdiction in Texas, subject to applicable law. These Terms do not impose mandatory arbitration or a class-action waiver.

15. Relationship to other documents and changes

These Terms address Company sales websites and purchases. The applicable EULA governs Software license rights and restrictions; the Refund Policy governs refund requests; and the Privacy Policy describes information practices. Applicable merchant-of-record terms govern that provider’s services. Mandatory law and merchant-of-record obligations prevail where applicable. The Company may update website terms for future use and purchases, but will not retroactively replace accepted license terms without a lawful basis or affirmative agreement where required. If a provision is unenforceable, the remainder continues to the extent permitted by law.

16. Contact

Ray of Light Publishing LLC Texas, United States Email: marketing@rayoflightpublishing.com Product sales websites: See the website associated with the purchased product.