AdriFoam Softwares – Refund & Return Policy

Last Updated: [1.12.2025]

This Refund & Return Policy ("Policy") applies to all software products, applications, trial versions, licenses, and digital downloads offered, sold, or distributed by **AdriFoam Softwares**, including but not limited to **AdriFoam X4**, **AdriFoam 1.0**, and any current or future software suites developed under the AdriFoam Softwares brand ("Software Products").

By purchasing, downloading, activating, or using any of our Software Products, you acknowledge and agree to the terms outlined in this Policy.

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1. Digital Product Nature

All AdriFoam Softwares products are **digital goods** delivered electronically.

Because digital goods cannot be "returned" in the traditional sense, and because license keys, installers, and activation codes cannot be revoked once delivered, **all sales are considered final** unless otherwise stated in this Policy.

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2. No Refunds for Delivered and Functional Products

AdriFoam Softwares **does not offer refunds or returns** for any Software Product that:

* has been successfully delivered to the customer,

* has been activated or downloaded,

* functions as described in our documentation, website, or promotional materials, and

* meets the advertised features and capabilities at the time of purchase.

If the software works as intended and as advertised, **refunds are not provided under any circumstance**.

This applies equally to:

* AdriFoam X4 (full or trial-to-full upgrades)

* AdriFoam 1.0

* Any other AdriFoam Softwares tools, utilities, or suites

* Any future versions or updates

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3. Responsibility for System Requirements

Before purchasing, customers are responsible for verifying that their computer, operating system, machine setup, CNC hardware, and environment meet the required specifications to run the software.

Refunds will **not** be provided in cases where:

* the user's system does not meet minimum requirements,

* incompatibility exists due to outdated hardware, drivers, or third-party equipment,

* incorrect machine configuration prevents proper usage, or

* improper installation or misuse leads to software malfunction.

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4. Trial Versions Provided

To help customers make an informed decision, AdriFoam Softwares offers **trial versions** of certain products (such as the 48-Hour Trial for AdriFoam X4).

These trials allow users to test:

* compatibility,

* workflow,

* performance,

* usability,

* and general functionality

before purchasing the full version.

Because a trial period is provided, refunds for the full version are not granted once the license is delivered.

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5. Refunds for Non-Delivery

A refund **may** be granted only if:

1. A product was **not delivered**,

2. A license key was **never issued**, or

3. The customer can prove a verified payment was made but no access was provided.

In such cases, AdriFoam Softwares will re-send the product or issue a refund at its discretion.

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6. Exceptions — At Company Discretion Only

In rare and exceptional circumstances, AdriFoam Softwares may offer a refund **entirely at our discretion**, but we reserve the right to refuse any request that does not meet the criteria in this Policy.

Discretionary refunds, if granted, may be subject to:

* processing fees,

* partial refund amounts,

* the requirement to deactivate licenses,

* proof of non-usage of the product.

This does not obligate AdriFoam Softwares to provide refunds in future similar situations.

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7. Technical Support

If a user encounters issues while using the software, AdriFoam Softwares provides **support assistance** to help resolve:

* installation problems,

* activation issues,

* minor bugs,

* configuration questions,

* or general usage problems.

Requesting technical support **does not** make a customer eligible for a refund.

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8. Fraud, Chargebacks & Abuse of Policy

Any attempt to obtain a refund through:

* fraudulent chargebacks,

* false claims,

* misrepresentation,

* or misuse of the software

may result in license termination, account suspension, or legal action.

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9. Agreement

By purchasing or using any AdriFoam Softwares product, you agree that:

* You have read, understood, and accepted this Refund & Return Policy.

* You acknowledge that our products are digital and non-returnable.

* You understand that **no refunds will be issued** unless the product was **not delivered** or **failed to function as advertised** after proper troubleshooting.