

KINGSHURST MULTIMEDIA REFUND POLICY

Electronic Downloads

Electronic downloads include any item paid and received electronically from Kingshurst Multimedia via the online webstore such as but, not only, full version software and additional optional features.

We pay specific attention to ensure that you correctly receive the product you ordered and download a non-damaged product.

Before you request a refund

If you have not received the product please ensure that you have received and read the confirmation email that supplies a timed link to your download. This email will also supply the product licence key if relevant.

If for any reason you have not been able to download the product within the specified time please contact us within 30 calendar days so that we can provide you with an updated link.

If you're having problems downloading (including loss of connection during the download process), installing or using our software please take advantage of our friendly and experienced technical support. It is helpful to us if you have your order number available when you get in touch.

Call us on 0121 329 8366 or request assistance via email info@kingshurstmultimedia.com

Refund policy for web purchases

All new purchases from the kingshurstmultimedia.com website come with a 30-calendar day money back guarantee. Refunds will be made via the same payment method used for the transaction.

To request a refund contact us within 30 calendar days of the purchase. Please include your order number and optionally tell us why you're requesting a refund – we take customer feedback very seriously and use it to constantly improve our products and quality of service. Refunds are not provided for services delivered in full such as installation service. Refunds are processed within 28 days.

DOA – dead on arrival. If there is a serious fault/failure of the software preventing basic operations when you first use it the please contact us within 30 calendar days of the invoice date.

You will be offered a replacement or refund.

Products that you have ordered in error are not classed as 'damaged' and will not be refunded.



Physical Media

Refund policy for boxed products/physical media products

If you are located in the United States of America, Canada or the Rest of the World

Kingshurst Multimedia provides you the right within 30 calendar days from your date of purchase to inspect the boxed Product ordered and confirm that the Product conforms to the Sale Contract.

Refunds are available for unopened software only.

If the Product is returned unopened in the original box, we will either exchange it or offer you a refund for the Product only.

Kingshurst Multimedia cannot generate refunds for Products purchased from Third Party resellers, distributors or mobile operators. Kingshurst Multimedia cannot provide refunds for opened boxes or activated software. Kingshurst Multimedia cannot provide refunds for any other costs you might incur.

If you are located in the European Union

Customers located in the European Union have the right, by law, to withdraw from the purchase of a Product within 7 (seven) working days of the day after the date on which the item is delivered. If you are withdrawing from your purchase within that 7 (seven) working day cooling-off period, then Kingshurst Multimedia will refund the cost of Your Product. We will not refund your costs in returning the item to us or any other costs you incurred in connection with your purchase.

Kingshurst Multimedia cannot generate refunds for Products purchased from Third Party resellers, distributors or mobile operators. Only your seller can generate a refund, and you should contact the seller directly to request a refund. Kingshurst Multimedia cannot provide refunds for opened boxes or activated software.

The 7 (seven) day refund rule does not apply for electronic downloads.

You may also wish to refer to the [Privacy Policy](#) and EULA as provided on the software.

