REFUND POLICY

AdriFoam X4 digital software license | Effective 7 November 2026 | cnchotwiresoftware.com

01. Digital purchases and the standard rule

This policy covers the purchase of licenses for the AdriFoam X4 software application. Since the product is supplied digitally, AdriFoam generally does not accept voluntary post-purchase returns, exchanges or refund requests. Deciding that the software is no longer wanted, preferring another interface or assuming it contains functionality not advertised at the time of sale does not, by itself, qualify a purchase for a refund.

02. Circumstances that may justify a refund

A — A persistent issue on a supported system. A review may be justified when AdriFoam X4 cannot be installed, activated or started on an officially supported computer, provided reasonable troubleshooting has been undertaken in good faith and the supplier has had a reasonable chance to restore usable operation.

B — A material difference from an advertised feature. A review may also be justified when a significant function specifically represented on the official product page at the date of purchase is absent or substantially unlike that representation, and an appropriate correction cannot resolve the discrepancy.

03. Cooperation with technical assistance

For a reported technical failure, the buyer is expected to cooperate reasonably with support, share relevant diagnostic details and try practical suggested solutions. The passage of a certain number of days does not automatically establish eligibility for a refund; there is no fixed troubleshooting deadline. This does not authorize unreasonable delay or remove remedies made mandatory by applicable law.

04. Situations not covered by voluntary refunds

When the software substantially delivers the functions described at sale, no discretionary refund is offered merely because the purchaser has changed plans, did not check the stated Windows requirements, uses unsupported files, relies on third-party hardware or CNC controllers that are incompatible, or misunderstood a product limitation that was clearly disclosed before payment. An accurately stated technical constraint does not, by itself, amount to false advertising.

05. Asking for an assessment

For assistance and a possible refund review, contact AdriFoam using the details published on adrifoam.com (email: contact@adrifoam.com). Provide a purchase receipt or other proof of payment, the email used for the order, a clear account of the problem, relevant computer specifications, screenshots or error messages where available, and a summary of attempted fixes. Never disclose passwords. Support may request further information that is reasonably necessary to confirm and address the issue.

06. Outcome and license consequences

AdriFoam evaluates requests using the product information shown when the purchase was made and the technical evidence provided. Where a qualifying issue is established, a repair, replacement or another legally appropriate solution may be offered. Any refund that is owed will be issued in accordance with applicable law, and the related software license may be disabled after that refund.

07. Rights provided by law

Nothing in these terms takes away any consumer protection or remedy that the governing law does not allow a seller to exclude. If an exception to a statutory withdrawal right is available for digital content delivered immediately, that exception applies only where all legally required advance consent, acknowledgements and purchase confirmations were properly obtained. Mandatory legal requirements prevail over any conflicting wording here.