

Spektra+ Refund Policy

Effective Date: October 7th, 2025

At Spektra+, we strive to deliver precise, reliable lighting control across all your devices. If something doesn't go as expected, we're here to help.

Refund Eligibility

Refunds may be considered in limited cases, such as:

- * Duplicate or accidental payments
- * Technical issues that prevent license activation
- * Exceptional circumstances reviewed by the Spektra+ Support Team

If your refund request is approved, it will be processed promptly, typically within 14 days of approval. Refunds will be made using the same payment method used for the original purchase.

Please note that payment providers or financial institutions may deduct transaction or processing fees that are outside of our control. As a result, the final refund amount may differ slightly from the original charge.

Refunds are issued at our discretion and may vary depending on platform-specific policies.

Request Window

Refund requests must be submitted within 14 days of the original transaction date.

How to Request a Refund

Please contact our support team at headoffice@creativelighting.com.au with the following details:

- Your registered email or account ID
- Date and description of the purchase
- Platform (Windows, macOS, Linux, Android, iOS)
- Reason for the refund request
- Any relevant screenshots or receipts

We aim to respond within 3 business days.

Non-Refundable Items

We are unable to offer refunds for:

- Purchases made outside official app stores or authorized distributors
- Licenses or subscriptions that have been substantially used
- Promotional or discounted items unless faulty
- Custom integrations or enterprise deployments unless covered by a separate agreement

Platform-Specific Refunds

If you purchased Spektra+ through a third-party store, please refer to their refund policies:

- [Apple App Store Refunds](#)
- [Google Play Refunds](#)
- [Microsoft Store Refunds](#)
- For Linux and macOS direct purchases, refunds are handled via Spektra+ Support

Purchases of Spektra+ licenses are processed immediately within the application. Once a license is issued and applied to your account, it becomes active right away. Because activation provides instant access to digital features, cancellations or reversals are not available after purchase.

We recommend using the free version of Spektra+ for Windows and macOS to evaluate the software before upgrading to a paid license.