

Spektra+ Refund Policy

Effective Date: August 1st 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 under the following circumstances:

- Technical Faults: If Spektra+ fails to operate as described due to a verified software issue, and our support team is unable to resolve it.
- Accidental Purchase: If a license, subscription, or in-app upgrade was purchased unintentionally and reported within 48 hours.
- Duplicate Transactions: If you were charged more than once for the same item or subscription.
- Subscription Cancellation: If you cancel a subscription within 48 hours of purchase and have not used premium features.

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

Request Window

Refund requests must be submitted within 7 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