**DaVinci Deluxe Software Refund Policy**

Thank you for choosing our software. We aim to ensure you have a satisfying experience with our products. Please review our refund policy below:

**1. Eligibility for Refunds**

* Refunds are available within 30 days of the original purchase date.
* To be eligible for a refund, the software must not have been activated.
* Proof of purchase (such as a PayPal transaction ID) is required for a refund request.

**2. Non-Refundable Situations**

* Refunds are not available for software that has been activated.
* We do not offer refunds for software purchased through our dealers.
* Refunds are not available for subscription renewals if the cancellation request is made after the renewal date.

**3. How to Request a Refund**

* To request a refund, please contact our support team at [support@aesofttech.com](mailto:support@aesofttech.com) within the eligible refund period.
* Provide your proof of purchase and reason for the refund request.
* Our team will review your request and inform you of the status within 2 business days (UTC+10:00, Canberra, Melbourne, Sydney).

**4. Refund Process**

* Approved refunds will be processed and credited to your original payment method within 2 business days (UTC+10:00, Canberra, Melbourne, Sydney).
* If your refund is delayed or missing, please contact your payment provider first before reaching out to us.

**5. Exceptions**

* In cases where the software is proven defective or not as described, please contact our support team [support@aesofttech.com](mailto:support@aesofttech.com) immediately for assistance. We may offer a refund based on the issue.
* Refund policies for software purchased through our dealer may differ. Please contact our dealer for their specific refund policies.

**6. Contact Us**

If you have any questions or need further assistance with your refund request, please reach out to our support team at [support@aesofttech.com](mailto:support@aesofttech.com).