

LEGAL DOCUMENT

Refund Policy

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Source: <https://v5ultimate.com/legal/refunds>

1. Free trials

Free trials involve no fee, so there is nothing to refund. Trial use is governed by the [Trial and Evaluation Terms](#).

2. Paid purchases

Refunds for purchases made under the [V5 Commercial Terms for Software and Services](#) (from October 1, 2026) are governed by those terms (§6.9) and the accepted Order, together with any refund promise expressly made to you at the time of sale and rights under non-waivable law. An annual subscription is a commitment for the term; paying in monthly instalments does not make it cancellable month to month. For purchases from an authorised reseller or distributor, refunds are governed by that Seller's Order and commercial terms.

Orders that accepted [Master Services Agreement](#) V1.24 keep that agreement (including §6.9) for refunds, non-renewal and cancellation until they renew on current terms.

Integrations you or your partner build. Under the current Commercial Terms (Version 2.2, §4.5.1–§4.5.6), S.G. Systems' integration deliverables are those set out in your Order or Statement of Work. If you or a partner you appoint builds or manages an integration, delay, failure or incompatibility caused by that integration does not by itself give a right to a refund, to withhold amounts due or to cancel a committed term. This does not affect refunds for our own breach, refunds expressly promised to you, SLA service credits, a reseller's own terms, merchant-of-record rights or rights that cannot lawfully be excluded. Orders on earlier terms keep the terms they accepted.

3. Earlier purchases

If your purchase was made on terms that offered a 30-day money-back guarantee or refunds on renewal (as this page previously described), you keep those rights for that purchase, together with any merchant-of-record terms that applied to it. This revision does not remove them retroactively.

4. How to request a refund

- If your receipt shows **Paddle.com** as the merchant of record, you can request the refund through paddle.net, where Paddle's [Refund Policy](#) and [Buyer Terms](#) also apply.

- Otherwise, or if you are unsure, contact S.G. Systems, LLC using our [contact form](#) with your order or invoice reference.

Approved refunds are issued to the original payment method. The time it takes to appear depends on your bank or card issuer.

5. Other questions

For paid subscriptions, see the [V5 Commercial Terms for Software and Services](#), the [S.G. Systems Support & Service Level Agreement](#) and [S.G. Systems Software End User Licence Agreement](#) (or, for earlier purchases, the [Master Services Agreement](#)); for trials, see the [Trial and Evaluation Terms](#). For anything else, use our [contact form](#).

Previous revision: [Refund Policy, September 28, 2026 \(PDF\)](#).