

Refund Policy

We value all our customers and try to make their experience as enjoyable as possible by providing exactly what they need. That is why all our programs are available as trial versions with full functionality. Please make sure to familiarize yourself with the limitations of trial versions on our website, try out the program of your choice, and review your results so that you can make an informed purchase decision.

Please note that we do not offer refunds in the following circumstances:

- you are not satisfied with the features (or lack of features) described on our website and available in the trial version
- you have reconsidered purchasing the program
- you no longer need the program
- you do not like the program
- you did not find a particular feature you wanted
- you found a program you like better after purchasing this product
- you did not cancel your annual subscription before the automatic renewal happened
- you bought the program on a subscription basis.

You may apply for a refund within 30 days after the purchase if you have any of the following issues with the program or the purchasing process:

1) The program has a persistent technical issue that our Support Team has been unable to resolve. If you have encountered a technical problem with the program, you should contact our Support Team and provide a detailed description, screenshots of the issue, and any additionally requested information. Failure to provide the requested information will lead to rejection of your refund request. If your problem is not solved by the Support Team within 30 days, you may request a refund.

2) You accidentally purchased the same program twice. If two orders for the same program are placed within 14 days of each other, one of the orders can be fully refunded. In this case, please provide your order numbers or transaction information for both orders.

3) Your subscription was renewed by mistake. If your subscription was not cancelled in good time and was renewed against your wishes, you may request a refund of the overpayment within 3 days of the renewal. Please note that only the last month of subscription can be refunded. Please also take into consideration that this does not apply to annual subscriptions.

4) You experienced activation problems which were not solved in a timely manner. If you experienced a problem with program activation and our Support Team was unable to get back to you within 24 hours of your help request, you are eligible for a refund.

Please note that the above information is only applicable if you purchase directly from the Movavi and Movavi products websites (<https://www.movavi.com/>, <https://videoeditor.com/>, <https://screenshot.com/>, <https://www.videoconverter.com/>, <https://pdfchef.com/>, <https://convertpdf2bmp.com/>, <https://bmp2pdfconverter.com/>, <https://pdf2tiffconverter.com/>, <https://pdf2htmlconverter.com/>, <https://tiff2pdfonline.com/>, <https://djvu2pdfonline.com/>, <https://convertppt2pdf.com/>, <https://convertexcel2pdf.com/>, <https://convertpdf2pub.com/>, <https://htmltoppdf.com/>, <https://convertpdf2ppt.com/>, <https://pdf2pngconverter.com/>, <https://convertpng2pdf.com/>, <https://convertpub2pdf.com/>, <https://convertpdf2excel.com/>, <https://jpg2pdfonline.com/>, <https://convertpdf2jpg.com/>, <https://word2pdfonline.com/>, <https://pdf2wordconverter.com/> and other). Users who purchased our products from a retail store or partner online store should contact the seller regarding the applicable refund policy.

Please note we do not refund transaction fees, commissions and any similar amounts.