

Return Policy

Thank you for using Lumina Monitors software and services ("Lumina") provided by Lumina Software LLC ("the Company," "we," "us," or "our"). This Return Policy ("Policy") outlines the terms and conditions regarding returns and refunds for Lumina subscriptions. By using Lumina, you agree to comply with this Policy.

1. Subscription Refunds

1.1 Lumina Monitors subscriptions are non-refundable. We do not provide refunds, either full or partial, for subscription fees paid.

1.2 By subscribing to Lumina Monitors, you acknowledge and agree that the subscription fees are non-refundable, even if you choose to stop using Lumina or terminate your subscription before the end of the billing cycle.

2. Service Disruptions

2.1 In the event of a service disruption or interruption to Lumina Monitors caused by technical issues on our end, we will make reasonable efforts to restore the service promptly.

2.2 If a service disruption occurs and Lumina Monitors becomes temporarily unavailable for an extended period, we may, at our discretion, provide an extension to your subscription to compensate for the loss of service. Such extensions will be determined on a case-by-case basis.

3. Termination of Subscription

3.1 You may choose to terminate your Lumina Monitors subscription at any time. However, please note that we do not provide refunds for any remaining unused subscription period.

3.2 To terminate your subscription, please follow the instructions provided in Lumina or contact our customer support at blank@luminasoftware.io.

4. Customer Support

4.1 If you encounter any issues or have questions regarding your Lumina Monitors subscription, please contact our customer support at blank@luminasoftware.io. We will make reasonable efforts to assist you and address any concerns you may have.

5. Changes to this Policy

5.1 We reserve the right to modify or update this Return Policy at any time. Any changes will be effective immediately upon posting the revised Policy on our website or through other appropriate communication channels.

5.2 It is your responsibility to review this Policy periodically to stay informed about our return and refund practices.