TouchRetouch Refund and Cancellation Policy

ADVA Soft GmbH · Last updated: September 30, 2026

We, ADVA Soft GmbH (“ADVA Soft”, “we”, “us” or “our”), understand that subscription purchases don’t always go as planned. This Refund and Cancellation Policy (the “Refund Policy”) explains how you (“you”, “your”) can cancel a TouchRetouch subscription and how refund requests are handled, depending on where you made your purchase. We recommend reviewing this Refund Policy periodically, as it may be updated to reflect changes in our practices or legal requirements.

1. General

1.1. ADVA Soft offers TouchRetouch, a mobile photo-editing application (the “App”). We offer a paid subscription to the App (the “Subscription”), which includes premium features and benefits that are not available to free users.

1.2. The Subscription can be purchased either (i) within the App, through the Apple App Store or Google Play, as applicable (each, a “Store”), or (ii) through our web checkout, outside the App (the “Web”).

1.3. A Subscription purchased via the Web gives access to the premium features of the App on iOS only. It does not give access to the premium features of the App on Android.

1.4. Purchasing a Subscription via the Web does not cancel any existing Subscription you have purchased through the Apple App Store. If you already have an App Store Subscription, you must cancel it separately (see Section 5.2) to avoid being charged for both.

1.5. Subscriptions purchased via the Web, through the Apple App Store and through Google Play are billed and managed separately and cannot be transferred between them.

2. Web Subscription and Free Trial

2.1. Via the Web, we currently offer a yearly Subscription. The price and any applicable taxes are shown at checkout before you complete your purchase.

2.2. A yearly Subscription purchased via the Web currently includes a free trial of three (3) days. The trial begins as soon as you complete your purchase on the Web. We may change or discontinue free trial offers for new purchases; the trial terms shown at checkout apply to your purchase.

2.3. At the end of the trial period, your payment method will be charged automatically for the yearly Subscription, unless you cancel before the trial period ends (see Section 5.1). If you cancel before the end of the trial period, you will not be charged.

2.4. Your Subscription renews automatically for further one-year periods until you cancel. On the day your Subscription renews, your payment method will be charged the applicable Subscription price, together with any applicable taxes.

3. Payments for Web Purchases

3.1. Web purchases are processed by Paddle (Paddle.com Market Limited or its applicable affiliate, “Paddle”), which acts as our authorised reseller and Merchant of Record. This means that you purchase your Web Subscription from Paddle, and Paddle handles payment, billing, receipts, cancellations and refunds for it. ADVA Soft makes the App available to you under the TouchRetouch End User License Agreement (the “EULA”), available at adva-soft.com/touchretouch-eula.

3.2. Your Web purchase is subject to the Paddle Buyer Terms (paddle.com/legal/buyer-terms) and the Paddle Refund Policy (paddle.com/legal/refund-policy). The payment methods available to you are those offered at Paddle's checkout.

3.3. Paddle will charge your payment method, so the charge may appear under Paddle's name on your bank or card statement. The amount charged includes any applicable taxes (such as sales tax, VAT or GST), as shown at checkout.

3.4. Paddle will send you a confirmation of your purchase by email. For receipts, invoices, payment method updates or other billing questions, please contact Paddle at paddle.net.

3.5. If a payment fails, Paddle may make further attempts to take the payment. If your payment method cannot be charged, Paddle may cancel your Subscription and will notify you by email.

4. Price Changes

4.1. We may change the price of the Subscription. A price change applies only to new purchases and to renewals after the change takes effect, not to a billing period you have already paid for.

4.2. For Web purchases, we will notify you before a price change applies to your renewal, so that you can cancel your Subscription before it renews if you do not wish to continue. Paddle will also notify you of a price increase and, where required by law, ask for your consent before charging the increased price. For Store purchases, price changes are handled and communicated by the applicable Store under its own policies.

5. How to Cancel Your Subscription

5.1. **Web purchases.** You can cancel your Web Subscription at any time through the Paddle customer portal:

1. Open the "Manage subscription" link in your Subscription confirmation email from Paddle, or visit paddle.net.
2. Select "Cancel subscription" and follow the instructions.

In the Paddle customer portal you can also update your payment method, see your past payments and download invoices. Cancellation takes effect at the end of your current billing period: you keep access to the premium features until then and will not be charged again. To avoid being charged after a free trial, you must cancel before the trial period ends. Cancelling does not by itself entitle you to a refund; refunds are handled as described in Section 6.

5.2. **Apple App Store purchases.** Open the Settings app on your Apple device (make sure you are signed in to the Apple Account used for the purchase) → tap your name → tap Subscriptions → select TouchRetouch → tap Cancel Subscription → follow the instructions.

5.3. **Google Play purchases.** Open the Google Play Store app (make sure you are signed in to the Google Account used for the purchase) → tap your profile icon → Payments & subscriptions → Subscriptions → select TouchRetouch → tap Cancel subscription → follow the instructions.

Store menus may change over time; please refer to the applicable Store's help pages for current instructions.

5.4. Uninstalling the App does not cancel your Subscription. Deleting your TouchRetouch account does not cancel a Web or App Store Subscription either; you must cancel it separately as described above. Please note that deleting your account permanently forfeits all AI Credits (see Section 8).

6. Refunds for Web Purchases

6.1. Refunds for Subscriptions purchased via the Web are handled by Paddle in accordance with the Paddle Refund Policy. Refund requests for Web purchases must be submitted to Paddle.

6.2. To request a refund, visit paddle.net and select “Request refund”, or use the support link provided in your Paddle receipt. If you are a consumer in the European Union, you can also use the withdrawal option in the Paddle customer portal for eligible purchases during the applicable withdrawal period.

6.3. Under the Paddle Refund Policy, purchases are generally non-refundable unless applicable law requires otherwise. Paddle may grant a refund where you exercise a statutory withdrawal or refund right available in your country, or at its discretion on a case-by-case basis. The rights that apply to you, including time limits, exceptions and how withdrawal periods apply after a free trial ends, are set out in the Paddle Refund Policy. If this Section differs from the Paddle Refund Policy, the Paddle Refund Policy applies.

6.4. If you experience a persistent technical issue or a defect that prevents you from using the premium features of the App, please contact us first at support@adva-soft.com so that we can try to resolve it. If we cannot resolve the issue, you may request a refund from Paddle as described in the Paddle Refund Policy.

6.5. If a refund is granted, your access to the premium features of the Subscription will end, and any Subscription Credits will expire (see Section 8).

6.6. Please contact Paddle before raising a chargeback or payment dispute with your bank or card issuer. If you raise a chargeback, your access to the Subscription may be suspended while the matter is reviewed, as described in the Paddle Buyer Terms and the Paddle Refund Policy.

7. Refunds for App Store and Google Play Purchases

7.1. Refunds for Subscriptions purchased through a Store are handled and issued by that Store in accordance with its own refund policies.

7.2. **Apple App Store purchases.** Go to Apple’s Report a Problem page at reportaproblem.apple.com → sign in with your Apple Account → tap or click “I’d like to” → choose “Request a refund” → choose the reason for your request → select TouchRetouch → submit. You can also contact Apple Support directly.

7.3. To help Apple review refund requests for App Store purchases, we may share with Apple aggregated and anonymised usage information related to your App or Subscription activity, as described in our Privacy Policy (adva-soft.com/privacy-policy-tr).

7.4. **Google Play purchases.** Request a refund through Google Play’s refund process, signed in to the Google Account used for the purchase, or contact Google Play support directly.

8. AI Credits

8.1. As set out in the AI Credits section of the EULA, AI Credits (“Credits”) represent a limited license to access the AI-powered features of the App, not property or currency. Credits have no monetary value and cannot be refunded, transferred or exchanged.

8.2. Subscription Credits reset daily and expire when your Subscription ends. Purchased Credits remain valid while your account is active. Upon account deletion, all Credits are permanently forfeited.

8.3. Nothing in this Section limits any rights you may have under mandatory consumer protection law or under the refund policy of the Store through which you purchased Credits.

9. Governing Law and Additional Terms

9.1. The governing law provision of the EULA applies to this Refund Policy. Other than as specifically set out in this Refund Policy, your use of the App is governed by the EULA.

9.2. Web purchases are also subject to the Paddle Buyer Terms and the Paddle Refund Policy, which govern your relationship with Paddle as the seller of your Web purchase. Store purchases are also subject to the terms of the applicable Store.

9.3. Nothing in this Refund Policy limits any rights you may have under mandatory consumer protection law in your country of residence.

10. Contact Us

If you have questions about this Refund Policy or need help with the App, please contact us at support@adva-soft.com.

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Scherenbergstraße 8
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For payments, receipts, cancellations and refund requests for Web purchases, please contact Paddle at paddle.net. For Store purchases, please contact Apple Support or Google Play support, as applicable.