

Refund Policy

Effective Date: July 2026

We want you to purchase Railworks Studio software with confidence. If Signal — or any future Railworks Studio product — is not the right fit for your needs, we offer a straightforward refund policy.

30-Day Refund Guarantee

You may request a refund within 30 days of your original purchase.

To request a refund, simply contact us at:

support@railworksstudio.com

Please include:

- Your name
- Purchase email address
- Order number (if available)
- A brief description of the issue or reason for the request

Our Goal

We genuinely want our customers to enjoy using our software. If you're experiencing installation problems, technical issues, or have questions about how the software works, we're happy to help before processing a refund.

Refund Eligibility

Refunds are generally approved for requests made within the 30-day refund period.

- Refund requests submitted after 30 days may not be eligible.
- Refunds may be denied in cases of fraud, abuse, or repeated misuse of the refund policy.

Processing Time

Once approved, refunds are processed through our payment provider. Depending on your financial institution, funds may take several business days to appear in your account.

Policy Changes

Railworks Studio reserves the right to update this policy as our products and services evolve. The current version will always be published on our website.