

Refund & Cancellation Policy

Last updated: August 2026

Digital Product

This Refund & Cancellation Policy applies to digital content supplied by Vincenta Ltd (Company No. 17407840, registered office at Suite A, 82 James Carter Road, Mildenhall, IP28 7DE).

Vinenta software is supplied by as downloadable software together with a personalised activation key generated specifically for your TI-Nspire™ CX calculator.

Because each activation key is individually generated for a specific calculator, Vincenta is supplied as digital content rather than a physical product.

Cancellation

By completing your purchase, you expressly request the immediate supply of the software and your personalised activation key.

You acknowledge that, once the activation key has been generated and supplied, you lose your statutory right to cancel the purchase of this digital content under the Consumer Contracts Regulations.

This does not affect your statutory rights where the software is faulty or not supplied as described.

Refunds

If you experience a genuine technical problem that prevents Vincenta from being installed or activated on the calculator for which it was purchased, please contact Vincenta Ltd as soon as possible.

Reasonable efforts will be made to resolve the problem. If the issue cannot be resolved within a reasonable time and the software cannot be used as intended, a full refund may be offered.

Refund requests based solely upon a change of mind after an activation key has been supplied will normally not be accepted.

Incorrect Product ID

Customers are responsible for entering the correct calculator Product ID when purchasing a licence.

If an incorrect Product ID is submitted, please contact Vincenta Ltd before attempting activation. Where possible, the activation key may be regenerated for the correct calculator at discretion of Vincenta Ltd.

Duplicate Purchases

If a licence has been purchased in error more than once for the same calculator, please contact Vincenta Ltd promptly. Genuine duplicate purchases will normally be refunded.

Replacement Calculator Licences

Licences are permanently associated with the calculator for which they were purchased.

Replacement licences for calculators that have been lost, stolen or damaged are considered individually and may be offered at discretion of Vincenta Ltd.

Contact

If you believe there is a problem with your purchase, please contact Vincenta Ltd before initiating a payment dispute. Most installation and activation issues can be resolved quickly.

Nothing in this policy limits or excludes any rights available to consumers under the laws of England and Wales.