Lattiform Main App Licence and Purchase Terms

Version 1.4 · Effective 15 October 2026 for new Paddle purchases after publication

Applicability. This version applies only to new purchases through Paddle that accept it after publication. Earlier purchases remain governed by the version accepted when purchased, subject only to the change procedure in section 24. That includes an Individual licence bought as a single payment under version 1.1, which keeps its own terms (section 12.4). Orders, trials, licence keys, billing arrangements and customer rights for purchases made through our earlier reseller, before we moved to Paddle, are not changed by publishing this version. Versions 1.0, 1.1, 1.2 and 1.3 and their original PDFs remain available as the archive for earlier purchases.

Lattiform Ltd · registered in England and Wales · company number 17466405 · Magnolia House, Chestnut Avenue, Hedon, Hull, HU12 8NH, United Kingdom

Summary

This summary forms part of these terms. The full terms below give more detail. If the summary and the full terms seem to say different things, the meaning that is more favourable to you applies.

- **Who you deal with.** Lattiform Ltd makes the app and grants your licence. Paddle sells new licences for us as our reseller and merchant of record. It takes your payment, handles applicable sales tax and sends purchase confirmation and receipts. Your receipt is proof of purchase. Lattiform provides your licence key through your verified Lattiform account after your purchase or trial is confirmed (section 12.8). You can come to us about anything, including refunds.
- **Three paid licences, one main app.** Student, Individual and Commercial cover the same main Lattiform Mac app with the same features. Your licence decides permitted use. UK reference prices are Student £49 a year, Individual £149 a year and Commercial £349 a year, including UK VAT where applicable. Paddle shows the localized total and currency; check them before confirming (section 13.2). The free FEA Preview is a separate evaluation app under its own published permission.
- **Which licence.** Student is for enrolled students, for learning, coursework and non-commercial academic projects. Individual is for one person's personal and non-commercial work. Commercial is for professional, freelance, client, employer and business use.
- **One person, up to two Macs.** Each paid licence is for one named person on up to two Macs. Do not share it. In the app, Settings → Licence offers optional activation and licence checks; activation does not unlock different features. Mandatory activation would require the notice and protections in section 12.9. You must still keep to the licence limits.
- **Free trials and renewals.** Student, Individual and Commercial each start with a 7-day free trial. Payment details are required, but nothing is charged during the trial. The first yearly payment is taken when the trial ends, and then every year until you cancel. You can cancel online at any time through Your Lattiform account → Manage billing and invoices or the Paddle customer portal link in your subscription emails, or by emailing us. We will remind you before the trial ends and before each renewal as section 15.4 requires.
- **Cancelling and refunds.** If you are a consumer, the law gives you 14 days to cancel for a full refund, from the day your trial starts. On top of that, under our own policy, anyone can get a full refund by asking within 14 days after any yearly payment, unless there is clear evidence of abuse (section 16.6(d)). If the app is faulty, you also have legal rights.
- **Updates.** Every paid licence includes every new version while your subscription is active. No licence includes "lifetime updates".
- **Engineering results.** The app's results do not certify a design for production, safety or regulatory use. A competent person should check results independently before anyone relies on them for a safety-related decision.
- **Your work is yours.** Your models and results stay on your Mac unless you choose to send them, and they belong to you.

- **Law.** English law applies. If you are a consumer and live in Scotland or Northern Ireland, you keep your local consumer protections and can use your local courts.
- **Contact.** Email us at the address in section 1.3.

1. About these terms and about us

1.1 These terms set out how you buy and use a paid Student, Individual or Commercial licence for the main Lattiform Mac app. The separate standalone Lattiform FEA Preview keeps its published evaluation permission (section 6). Earlier purchases keep the terms accepted for them, subject only to their applicable change procedure.

1.2 We are Lattiform Ltd, a private limited company registered in England and Wales with company number 17466405. Our registered office and business address is Magnolia House, Chestnut Avenue, Hedon, Hull, HU12 8NH, United Kingdom. "We", "us" and "our" mean Lattiform Ltd. Lattiform Ltd is not registered for VAT. Paddle handles applicable sales taxes on new sales as our reseller and merchant of record.

1.3 You can contact us by email at founder@lattiform.com. Use this address for licences, cancellations, refunds, support and complaints. When we contact you, we will use the email address you gave when you bought a licence or started a trial.

1.4 Buying a paid licence involves two agreements:

- (a) **The sale.** You buy a new licence from Paddle, our authorised reseller and merchant of record. Paddle takes payment, handles applicable sales taxes, issues purchase confirmations, receipts and invoices, runs subscription billing and processes refunds. Paddle's Buyer Terms (paddle.com/legal/buyer-terms) apply to the sale. The Paddle contracting entity depends on the country from which you purchase, as those Buyer Terms explain.
- (b) **The licence.** We grant you the licence to use the app. These terms are that licence and are the Supplier Agreement referred to in Paddle's Buyer Terms.

1.5 You can always come to us directly about the app or your licence, including faults, cancellations and refunds. This applies whichever of us is legally responsible to you. Where these terms or the law give you a refund, we will make or arrange it through the reseller that processed your purchase. Paddle handles new Paddle purchases; our earlier reseller continues to handle purchases originally made through it.

1.6 If documents conflict:

- (a) your right to use the app, including commercial use under a Commercial licence and copies allowed by these terms, comes from these terms. No general restriction in a reseller's terms limits what these terms allow you to do with the app. Downloading or using the main app does not end your right to cancel under section 16;
- (b) where these terms give you a right to cancel or a refund, we will honour it, whatever the reseller's terms say about discretionary refunds or unused subscription periods;
- (c) nothing in these terms reduces any rights you have against the reseller; and
- (d) we will not ask the reseller to end your licence, or to charge you any fee or damages, for anything these terms allow. If the reseller charges you for something these terms allow, tell us and we will pay you back.

1.7 Other documents:

- (a) Our website terms at lattiform.com/terms cover your use of our website. These terms do not replace the separate published free Preview evaluation permission. Section 6 explains the distinction.
- (b) These terms are your written licence agreement for the main app provided under your purchase. If a licence file bundled with a main-app version conflicts with these terms, these terms apply, unless the bundled file gives you more rights. Free Preview and earlier purchase agreements remain separate.
- (c) Our privacy notice at lattiform.com/privacy explains how we handle personal data.
- (d) The scope and limitations page and the in-app Help for each version describe that version (section 3.6). The release notes describe what changed in it.

1.8 Consumer or business customer. You are a **consumer** if you are an individual buying wholly or mainly for purposes outside your trade, business, craft or profession. Otherwise you are a **business customer**. This depends on why you buy, not on which licence you choose. Most Student and Individual buyers will be consumers. Most Commercial buyers will be business customers, but an individual can be a consumer whichever licence they buy. Sections 16.2 to 16.5, 17 and 18 set out rights for consumers. Section 19 applies only to business customers.

1.9 If you accept these terms for an organisation, you confirm you have authority to do so. "You" then means that organisation.

1.10 These terms are in English. If the checkout is shown in another language, these English terms still apply. These terms are published at lattiform.com/licence-terms, where you can also download a PDF of the current version. We keep a copy of every earlier version, and we will email you any of them free of charge if you ask. The confirmation email you receive when you buy or start a trial contains the key information about your licence and a link to the version of these terms that applied when you bought (section 13.5).

2. Words we use

2.1 In these terms:

- **app** means the main Lattiform Mac app for macOS, including updates and later versions provided under your paid licence. It does not mean the separate standalone FEA Preview.
- **free Preview** means the separate standalone Lattiform FEA Preview evaluation app, used under its own published permission (section 6). It is not a free licence for the main app.
- **paid licence** means a Student, Individual or Commercial licence.
- **named user** means the one person allowed to use a paid licence (section 7.2).
- **Mac** means an Apple Mac computer that meets the requirements in section 3.2.
- **commercial use** means using the app:
  - (a) in the course of any job, trade, business or profession, including freelance and sole-trader work;
  - (b) for work you are paid for, or for a client or employer;
  - (c) to design, analyse or check something that you or anyone else intends to sell, or to use in a business;
  - (d) to provide services to anyone else for payment; or
  - (e) for or on behalf of an organisation, such as a company, partnership, public body or charity.

The following are not commercial use: (i) under a Student licence, your own study, coursework and non-commercial academic research at your education provider, and unpaid work for a student competition team or student society; and (ii) analysing things you own or use privately, such as a part on your own bike.

- **non-commercial use** means any use that is not commercial use.
- **real work** means using the app for anything other than evaluation (section 6.4). Examples are producing designs, analyses or reports that are delivered, submitted or sold, or that are used to make actual decisions.
- **paid period** means the year covered by your latest yearly payment.
- **scope and limitations page** means the main-app description and known-limitations page at lattiform.com/scope, with a PDF copy, which describes the current version of the app. It is linked from lattiform.com/pricing. The separate Preview scope page does not describe the main app.
- **release notes** means the notes we publish for each version of the app describing what changed in it. They are published at downloads.lattiform.com.
- **reseller** means Paddle for new Paddle purchases, our earlier reseller for purchases originally made through it, or any other reseller we appoint under section 24.8.
- **working day** means Monday to Friday, except public holidays in England.

2.2 "Including" and "for example" introduce examples. They do not limit the words before them.

3. The app

3.1 The app is a native macOS engineering application. The scope and limitations page lists the workspaces in the current version. Projects and computation run locally on your Mac. A verified account is required to recover your key and use the main-app account download service. Using the installed app does not require account sign-in. Optional activation requires an internet connection when you choose to activate or check a key.

3.2 Compatibility. The app is an Apple Silicon (arm64) application requiring macOS 14 or later and Metal-capable Apple Silicon hardware. Intel Macs and other operating systems are not supported. Model and study size affect the memory and time needed; no particular model-size or performance guarantee is made. The scope and limitations page states the hardware and memory requirements of the current version. Later versions may have different requirements (section 12.6).

3.3 What the app contains. The scope and limitations page describes the workspaces, operations and limitations of the current version of the app. These terms do not promise features from unreleased source code or the standalone Preview.

3.4 Limitations. A CAD model that can be displayed or edited is not automatically a valid analysis domain. The availability of a control does not guarantee that every geometry, material or analysis combination is supported. Read the scope and limitations page before buying and follow the in-app preflight messages. Published Preview limitations and verification reports are separate; they are not a description or certification of the app.

3.5 Before you buy. Read the scope and limitations page for the exact main-app version offered at checkout. The separate free Preview may help you evaluate its own FEA workflow, but it is not a feature-equivalent trial of the main app. Every paid licence starts with the trial described in section 14, and keeps the cancellation and refund rights in section 16.

3.6 Descriptions are part of our promise. If you are a consumer, three things form part of what we promise you about each version: its scope and limitations page, its in-app Help, and the information about the app on lattiform.com/pricing when you buy. We will not change that information for your purchase unless you expressly agree. Section 12.5 covers updates. If you are a business customer, section 19.2 sets out what we promise about the app.

3.7 Same main app. Student, Individual and Commercial cover the same main app with the same features. Your licence changes what you may use it for, not which features it contains. The standalone free Preview is a separate app.

3.8 Purchase records. Your Paddle receipt or subscription confirmation is proof of your purchase or trial. Lattiform provides your key through your verified account after confirmation. Records of purchases made through our earlier reseller remain with those purchases. The app offers optional activation in Settings → Licence; it does not unlock features. The separate Preview has no licence entry field. Sections 12.8 and 12.9 explain more.

3.9 Your data. Your project files, geometry and results are stored on your Mac and are not included in licence activation requests. Optional activation and checks contact Keygen using your licence key, product and licence identifiers and a device fingerprint; activation also supplies a device label and platform. Your key stays in this Mac's Keychain. This version checks downloads.lattiform.com for updates when you choose Check for Updates, and automatically if you allow automatic checks; each check sends your IP address and the app name and version. App usage sharing and crash-diagnostic sharing are off unless you turn them on in Settings. The standalone Preview's analytics arrangements remain separate. Our privacy notice explains account and licensing services (section 25).

4. Engineering results and your responsibility

4.1 The app gives numerical approximations. Results depend on the geometry, grid resolution, material data, loads, supports and settings you choose. Results can be wrong if inputs are wrong, or if a problem is outside what the app is designed to analyse.

4.2 The app and its results do not certify, approve or sign off a design for production (for example, approval to manufacture a part), or for safety or regulatory use. This applies to every licence, including Commercial. No standards or professional body has certified the app. We do not claim it is equivalent to any other analysis software.

4.3 Some decisions need an independent check by a competent person before anyone relies on a result. These are decisions that affect the safety of people or property or regulatory compliance, and decisions about a part or structure that will be made or built. The check may use hand calculations, physical testing or a validated analysis, together with engineering judgement and any applicable codes and standards.

4.4 You are responsible for deciding whether the app suits your task, and for your inputs. You are also responsible for how you interpret results and for decisions you make using them.

4.5 Our published verification reports describe the exact versions, solver routes and cases they tested. Reports for the standalone FEA Preview or a different development source revision are not proof for the version of the app you use. The scope and limitations page identifies the evidence that applies to the current version and any unverified operations. Signing, Apple notarisation, a successful licence check and compilation do not establish CAD, FEA or optimisation numerical certification. No report guarantees accurate results for your particular model.

4.6 If you share results, you must not say or suggest that we have certified, approved or checked them.

4.7 This section describes what the app is and how to use it safely. If you are a consumer, it does not reduce your rights under section 17, for example if the app does not match its description or is faulty. If you are a business customer, section 19 also applies.

5. Licence options at a glance

5.1 This table forms part of these terms. Sections 6 to 16 give more detail. All three paid options cover the main app.

	Student	**Individual**	**Commercial**
UK reference price (UK VAT included where applicable; localized totals: section 13.2)	£49 per year	£149 per year	£349 per year
How you pay	Yearly subscription	Yearly subscription	Yearly subscription
Currency charged	Currency shown by Paddle at checkout	Currency shown by Paddle at checkout	Currency shown by Paddle at checkout
Free trial	7 days, payment details required	7 days, payment details required	7 days, payment details required
Who it is for	Enrolled students	One person, buying for themselves	Professionals, freelancers and organisations
What you may use it for	Learning, coursework and non-commercial academic projects	Personal projects, learning and non-commercial work	Any lawful use, including commercial use
Users and Macs	1 named user, up to 2 Macs	1 named user, up to 2 Macs	1 named user, up to 2 Macs
How long	While your subscription is active	While your subscription is active	While your subscription is active
Versions covered	All, while subscribed	All, while subscribed	All, while subscribed
Refunds	Consumers: legal 14-day right to cancel from trial start. Everyone: our full-refund policy within 14 days after each yearly payment	Same as Student	Same as Student

5.2 The free Preview is a separate evaluation download at no charge under its published permission (section 6). It is not a fourth feature tier of the main app.

6. Separate free Preview

6.1 The standalone Lattiform FEA Preview remains available for lawful evaluation under its own published permission. This main-app agreement does not replace or reduce that permission or the rights in the Preview terms.

6.2 Preview 0.1.0 (build 8) and later versions distributed as free Preview are separate from the main app. Downloading Preview does not give you a main-app licence. A paid main-app purchase does not add Settings → Licence to Preview.

6.3 Third-party components in either product retain the rights given by their own licences (section 21). No source-code, redistribution or sublicensing right in Lattiform's proprietary main app is granted by downloading Preview.

6.4 Evaluation means trying software to decide whether it meets your needs, including on your own test models and alongside other tools. Preview's evaluation permission applies to Preview only. Real work in the main app requires the paid licence appropriate to that use (sections 8 to 10).

6.5 You must not misuse our services or treat Preview or beta output as an automatic safety certification.

6.6 The Preview's own published terms continue to govern its availability and consumer protections. These main-app terms do not remove any rights concerning digital content we supply, including rights concerning damage to your device or other content.

6.7 Changes to Preview are governed by its own published terms. Your project files remain yours.

6.8 Changes to this main-app agreement under section 24 do not automatically change the separate Preview permission. Earlier Preview terms and their archived PDF remain available at lattiform.com/licence-terms.

6.9 Paid main-app customers may also use the separate free Preview under that permission, for as long as we offer it, including after a paid main-app licence ends.

7. Rules for every paid licence

7.1 Your licence. When you buy a paid licence, and for as long as it lasts, we give you a non-exclusive licence to install and use the app. This section and the section for your licence type (8, 9 or 10) set out its terms. The licence is personal. It cannot be transferred, except as sections 9.6 and 10.4 allow.

7.2 One named user. Each paid licence is for one named person. For Student and Individual, the named user is the person who buys the licence (or, for a student under 16, the student named under section 8.8). For Commercial, see section 10.3.

7.3 Up to two Macs. The named user may install and use the app on up to two Macs that they own or control. For example, a desktop and a laptop, or a work Mac and a home Mac if the owner of the work Mac allows it. Only the named user may use the app under the licence.

7.4 A new Mac. To move to a new Mac, stop using the app on one of your existing Macs and remove it from that Mac. If you activated it, deactivate that Mac in Settings → Licence. Contact us if the old Mac is unavailable.

7.5 More people or Macs. Each extra person, and each Mac beyond two, needs another licence. Other people may still use the free Preview for evaluation.

7.6 Copies. You may make the copies you need to install and run the app on your Macs. You may also make back-up copies as part of normal system backups, such as Time Machine.

7.7 Proof of purchase. Keep your Paddle receipt or subscription confirmation as proof of your purchase or trial. You can recover your Lattiform-issued key through Your Lattiform account at accounts.lattiform.com/account, signing in with the email address used at checkout. Keep any key private and do not share or publish it. If you lose your purchase record, use Your Lattiform account → Manage billing and invoices, the Paddle customer portal link in a purchase or subscription email, or email us. For a purchase made through our earlier reseller, keep the licence key and receipt issued for that purchase; keep any key private and do not share or publish it. Records of those purchases remain available through that reseller, or you can email us.

7.8 Licence limits and optional activation. In the app, Settings → Licence records the Macs you choose to activate. Activation is optional and does not unlock different features. The one-person and two-Mac licence limits still apply whether or not you activate.

7.9 Real work. Each paid licence allows real work, within the purposes allowed for that licence type. Student and Individual licences are limited to non-commercial use. Commercial covers commercial use. No licence makes results a certification (section 4).

7.10 Ownership. We and our licensors own the app and all intellectual property rights in it. You receive a licence, not ownership of the software.

7.11 Age. You must be 18 or over to buy an Individual or Commercial licence. A student aged 16 or over may buy a Student licence for themselves. Section 8.8 explains how a student under 16 can have a Student licence.

8. Student licence

8.1 The Student licence is for students using Lattiform for learning, coursework and non-commercial academic projects.

8.2 Who can buy. You may buy, start a trial of, or renew a Student licence only if you, or the student you buy for under section 8.8, are enrolled at that time on a course leading to a recognised qualification at a school, college, university or other education provider. The course may be full-time or part-time.

8.3 What you may use it for. You may use it for:

- (a) learning finite element analysis and engineering;
- (b) coursework, assignments, and assessed or group projects;
- (c) dissertations and theses;
- (d) non-commercial academic research at your education provider; and
- (e) unpaid work for a student competition team or student society.

8.4 What you may not use it for. You may not use it for commercial use. This includes paid work, consultancy, client work and contract research for a company. It includes work for an employer during an internship, placement, apprenticeship or job. It also includes teaching or training others for payment.

8.5 Evidence. We do not currently check student status before purchase. We may ask for reasonable evidence that you are eligible when you buy or renew. We may also ask later if we have good reason to doubt your eligibility. Evidence can be an email sent from your institution email address, a current student card, or a document showing your enrolment for the current academic year. You must send it within 14 days of our request. We will use it only to check your eligibility, and will handle it as our privacy notice describes.

8.6 If you are not eligible. If you are not eligible, or do not send the evidence we ask for, we will follow section 23.3. You will be able to move to the Individual or Commercial licence and receive a refund of the unused part of your Student paid period (section 15.10). Or you can cancel and receive a refund of that unused part.

8.7 When you stop being a student. You may keep using the Student licence until the end of your current paid period, for learning and to finish non-commercial work. Please turn off renewal. If your subscription renews after you stop being a student, tell us within 30 days of the payment. We will refund it in full, or move you to Individual or Commercial under section 15.10.

8.8 Students under 16. A student aged 16 or 17 may buy a Student licence and accept these terms for themselves. If the student is under 16, a parent or guardian must buy the Student licence and accept these terms for them. After buying, the parent or guardian should email us with the order number and the student's name. The student then becomes the named user and must meet section 8.2.

8.9 Teaching. Schools, colleges and universities that want licences for teaching should contact us.

9. Individual licence

9.1 The Individual licence is for one person using Lattiform for personal projects, learning and non-commercial engineering work.

9.2 Who can buy. An individual aged 18 or over, buying for themselves with their own money. An employer, business or other organisation must not buy an Individual licence, pay for it or reimburse it. Organisations need a Commercial licence.

9.3 What you may use it for. Non-commercial use, such as personal and hobby projects, learning and self-study, and designing things for your own use. It also covers unpaid personal open-source projects and building a personal portfolio.

9.4 What you may not use it for. Commercial use, including freelance or sole-trader work, client work, work for your employer, and designing products for sale.

9.5 How long it lasts. An Individual licence is a yearly subscription. It lasts while your subscription is active, and covers the versions described in section 12.3.

9.6 Transfer. The Individual licence is personal to you. You may not sell, give or transfer it to anyone else unless we agree in writing.

9.7 If your use becomes commercial. Move to a Commercial licence before you start commercial use. Section 15.10 explains the refund you will receive for your old licence.

10. Commercial licence

10.1 The Commercial licence is for professional, freelance and business use, including client work and revenue-generating engineering projects.

10.2 Who can buy. Individuals, including freelancers and sole traders, and organisations.

10.3 Named user. Each Commercial licence is for one named user. The named user is the person whose name and email address are entered at checkout. The buyer can name a different person by emailing us with the order number. If you buy more than one Commercial licence, email us with the order number and the named user for each licence. An organisation is responsible for making sure its named users follow these terms.

10.4 Changing the named user. An organisation may change the named user permanently by emailing us, for example when the named user leaves or no longer needs the app. It must not use this to share a licence between people or to rotate it among them.

10.5 What you may use it for. Any lawful use, including commercial use and everything the Student and Individual licences allow.

10.6 Client work. You may use the app to provide services to your clients and to deliver results to them. You must not let clients or anyone else operate the app under your licence. You must not offer the app itself as a hosted or remote service.

10.7 A Commercial licence does not make results a certification (section 4).

11. Your work and results

11.1 "Your work" means your models, geometry, inputs, project files, results and reports. As between you and us, your work belongs to you, and we claim no rights in it. The app stores your work on your Mac. We do not receive it unless you send it to us.

11.2 Your licence type controls how you use the app. It does not control what you later do with your own work. For example, a student may use their work in coursework, publications, a portfolio or job applications. But you must not use a Student or Individual licence to do work that is commercial use at the time you do it.

11.3 Please do not email us confidential models or results unless we have agreed a secure way to share them. If you send us your work for support, we will use it only to help you.

11.4 Please keep backups of your project files. This does not reduce our responsibility under section 17.8.

11.5 If you send us ideas or feedback about the app, you give us a free, permanent right to use, change and build on them in our products in any way, without paying you. This does not give us any rights in your work, and we will not name you without your permission.

12. Updates, versions and licence keys

12.1 Installing updates. The app can check for updates and install them itself. You can also download a covered version through Your Lattiform account. Install only versions covered by your licence. Preview keeps its separate updater and feed.

12.2 Development and beta versions. A separately supplied development or beta version is an early test version and is more likely to contain faults. Do not rely on beta results for real decisions without checking them in a stable version. To return to a covered stable version, use the main-app download supplied for that version.

12.3 Versions your licence covers.

- (a) Every paid licence covers every version we release while your subscription is active.
- (b) No licence includes "lifetime updates".

12.4 Earlier single-payment Individual licences. Before this version, Individual was sold as a single payment. If you bought it that way under version 1.1, that purchase keeps the terms you accepted: no end date, the 12-month update period and the promise about later versions in that version. It is not a subscription, nothing further is charged for it, and this version does not change it.

12.5 What updates may change. Updates may fix faults, improve performance, add features, address security issues or change how the app looks and works. During a paid period, we will not release an update that removes a main feature described for the app when that period began, or that stops the app matching that description, unless it is needed for a genuine security or legal reason. If that happens, we will tell you. You may then end your licence and receive a refund of the unused part of your paid period, in proportion to the whole days left. We may remove a main feature from a later paid period if we tell you at least 30 days before your renewal.

12.6 System requirements. Later versions may need a newer version of macOS or more memory. If an update needs something your Mac does not have, you can keep using your current version. Apple changes macOS regularly, so we cannot promise that an older version of the app will work on macOS versions released after it. While your licence covers new versions, we will make reasonable efforts to keep the app working on current macOS releases for Apple Silicon Macs. This does not affect your rights under section 17.

12.7 Installing fixes. We recommend installing stable updates. If you report a fault that an available update fixes, we may ask you to install that update first.

12.8 Your key and account. Paddle handles payment, sends purchase or trial confirmation, and sends receipts when payments are taken. Lattiform provides your key through your verified account at accounts.lattiform.com/account after confirmation. Sign in using your checkout email address. In the app, enter your key in Settings → Licence if you want to activate this Mac or check your licence. Activation is optional. If your key is still being prepared or cannot be recovered, email us. Records of purchases made through our earlier reseller remain recoverable through that reseller or by emailing us. No account is required to download and evaluate the separate free Preview; you can buy without signing in. Account sign-in is required to view your key, use the main-app account download or open billing. Paid licences last while the subscription is active, including any payment-retry period under section 15.8, regardless of an earlier key record's expiry date.

12.9 Before activation becomes mandatory. For new purchases governed by these terms, optional activation is already available in the app. Choosing not to activate does not prevent use of the app. Before we release a version that requires activation:

- (a) we will email you at least 30 days before that version is released;
- (b) activation will let you use your licence on up to two Macs, and move it to a new Mac;
- (c) it will not remove features you are entitled to during your subscription;
- (d) you will need an internet connection only to activate, to move your licence, or for occasional checks, not all the time;
- (e) versions you have already installed will not be affected; and
- (f) if you do not want to use versions requiring activation, you may cancel within 30 days after our email, and we will refund the unused part of your paid period, in proportion to the whole days left.

Section 20.1(g) does not require you to use optional activation. Earlier purchases retain the activation-notice promises in the terms accepted for those purchases; this section does not vary them.

13. Buying a licence

13.1 You buy a new paid licence through a Paddle checkout opened from lattiform.com/pricing or from another link we provide. Choose the licence on the pricing page before opening its checkout. Please make sure you choose the licence that fits your use.

13.2 Prices and currency. UK reference prices are £49 per year for Student, £149 per year for Individual, and £349 per year for Commercial, including UK VAT where applicable. The pricing page and checkout show localized prices and the currency returned by Paddle for your country. For example, Ireland uses EUR and Australia uses AUD. Paddle calculates and accounts for applicable sales taxes. The total and currency shown in checkout are the amount and currency you agree to pay; we do not require every payment to be converted to US dollars. If that currency differs from your payment account currency, your payment provider may convert it and charge a foreign-transaction fee. Refunds are processed through the reseller for your purchase (section 16.8).

13.3 Before you order. The checkout shows the licence, the total including applicable taxes, the currency and whether it renews. It states that the first payment will be taken when the 7-day trial ends, and shows the yearly amount. Please check these before you confirm.

13.4 When the contract starts. Your contract starts when Paddle confirms your order on screen. This is when you start your free trial. At that moment, your purchase contract with Paddle and your licence from us under these terms both begin.

13.5 Confirmation and receipt. Paddle sends purchase or subscription confirmation to the address you enter and sends receipts when payments are taken. Keep your receipt or subscription confirmation as proof of your purchase or trial. Lattiform provides your key through your verified account after confirmation (section 12.8). That email, or a separate confirmation email we send you within one working day, contains the key information about your licence, how to cancel and how to complain, and a link to download the version of these terms that applies to you as a PDF. Please make sure your email address is correct. If the email does not arrive, check your spam folder, then contact us.

13.6 Bank statement. Paddle is the merchant of record for new Paddle purchases. Your statement may identify Paddle; check the payment reference shown in your receipt if you do not recognise a charge. A purchase made through our earlier reseller may still appear under that reseller's payment reference.

13.7 Invoices and VAT numbers. You can view payments and download invoices through Your Lattiform account → Manage billing and invoices or the Paddle customer portal link in your purchase or subscription emails. Business customers can enter a VAT or tax number at checkout where available. Paddle handles tax questions and adjustments under its Buyer Terms. We cannot promise how Paddle will treat a VAT number. For a purchase made through our earlier reseller, use the billing link supplied for that purchase.

13.8 Getting the app. After your purchase or trial is confirmed, sign in to accounts.lattiform.com/account with your checkout email address to recover your key and use the main-app download link. The separate free Preview download is not the main app and has no licence entry field. Download the ZIP for your covered main-app version, extract Lattiform.app, move it to Applications, and open it. Settings → Licence is where you can enter the key for optional activation.

13.9 Payment details. Paddle and its payment providers process payment details for new Paddle purchases. We do not receive your full card details.

13.10 Mistakes and refusals. If a price is obviously wrong, we may cancel the order and refund you in full. We may also decline or cancel an order if we reasonably suspect fraud, or if the law requires it (section 26). We will tell you if we do.

14. Free trials

14.1 Student, Individual and Commercial licences each start with a 7-day free trial. You need to give payment details to start a trial.

14.2 During the trial, you have the full licence for the licence type you chose. Nothing is charged.

14.3 First payment. When the trial ends, Paddle takes the first yearly payment from the payment method you gave. The checkout shows the localized yearly total and currency, including applicable taxes (section 13.2). UK reference totals are £49 for Student, £149 for Individual and £349 for Commercial. No payment is taken if you cancel before the trial ends. Before you start the trial, the checkout states that the first payment will be taken when the trial ends in 7 days, and shows the yearly total.

14.4 Reminder. You will receive a reminder email before your trial ends (section 15.4).

14.5 Cancelling during the trial. If you cancel before the trial ends, you pay nothing and your licence ends when the trial ends.

14.6 One trial each. Each person may have one free trial of each licence type. For Commercial, each organisation may have one free trial. We may decline a further trial. If you start a trial you are not entitled to under this section, we may end it by email. You will not be charged for it.

14.7 The separate free Preview is available for evaluation of its own workflow, but is not a feature-equivalent main-app trial. Read the main-app scope and limitations before you start a trial. Your cancellation and refund rights in section 16 still apply.

15. Yearly subscriptions

15.1 Renewal. Student, Individual and Commercial licences are yearly subscriptions. After the trial, your subscription renews automatically every year on the date of your first payment. It continues until you or we end it.

15.2 Price. The localized yearly total and currency shown at checkout apply to your subscription (section 13.2). UK reference totals are £49 per year for Student, £149 per year for Individual and £349 per year for Commercial, including UK VAT where applicable. The price of a paid period does not change once that period has started.

15.3 What you pay in total. If you cancel during the trial, you pay nothing. Otherwise you make one yearly payment for each year until you cancel. Annex B summarises the key subscription information.

15.4 Reminders. We will send you a reminder email, or make sure Paddle sends one:

- (a) at least 3 days before your free trial ends;
- (b) at least 30 days before each yearly renewal; and
- (c) again at least 7 days before each yearly renewal.

Each reminder will give the date and amount of the next payment, and any change from the last payment. It will also explain how to cancel and the latest time to do so. If we fail to send a reminder described here, you may cancel within 30 days after the payment that followed. We will then refund that payment in full.

15.5 How to cancel. You can cancel at any time, without giving a reason:

- (a) online in the Paddle customer portal through Your Lattiform account → Manage billing and invoices or using the link in your purchase or subscription emails (sign in with the email address you used at checkout); or
- (b) by emailing us. We will cancel it for you.

If you cancel in the customer portal, it shows your cancellation straight away. Paddle may also email you to confirm it. If you cancel by email, we will confirm your cancellation in writing within two working days.

15.6 When to cancel. If you cancel at any time before your trial ends or before your renewal date, you will not be charged. If a payment is still taken after you cancelled, we will refund it in full within 14 days after we become aware of it, which may be because you tell us.

15.7 What happens when you cancel. Your licence continues until the end of your current trial or paid period, then ends. You can restart the subscription in the customer portal before then. Unless section 16 gives you a refund, you do not get money back for the rest of the paid period.

15.8 Failed payments. If a renewal payment fails, Paddle will try again over a short period and email you. Your licence continues while it tries. If the payment still cannot be collected, your subscription and licence may end.

15.9 Price changes. We may change the yearly price for future paid periods. We will email you at least 30 days before the renewal at which a new price would first apply. The email will show the old and new prices and explain how to cancel. If you do not want to pay the new price, cancel before the renewal. Section 16.6 also applies after the renewal.

15.10 Switching licence. If your use changes, you can move to a different licence. Buy the new licence, then ask us to end the old one. We will refund the unused part of your old licence, in proportion to the whole days left in the paid period.

16. Cancelling and refunds

16.1 This section covers:

- (a) your legal right to cancel, if you are a consumer (sections 16.2 to 16.5);
- (b) our refund policy (section 16.6); and
- (c) how to cancel, and how refunds are paid (sections 16.7 to 16.10).

If the app is faulty, see section 17 (consumers) or section 19 (business customers).

16.2 Your legal right to cancel. If you are a consumer, you have a legal right to cancel a contract for digital content bought online within 14 days, without giving a reason. The 14 days end 14 days after the day the contract is made, which is the day you start your free trial.

16.3 We do not ask you to give up this right. If you are a consumer, you can cancel within the 14 days in section 16.2 for any reason and get a full refund, even if you have already installed or used the app or your trial has started. You pay nothing for the time you had the licence. If you cancel this way, your subscription ends straight away.

16.4 Free trials. You can cancel during the free trial at any time and pay nothing.

16.5 New subscription rules. Part 4, Chapter 2 of the Digital Markets, Competition and Consumers Act 2024 contains new rules for consumer subscriptions. On the date of these terms, those rules are not yet in force. The government has said it expects them to start in January 2027. When they apply to your subscription, you will have the rights they give. These are expected to include a 14-day cooling-off period after a free trial turns into a paid subscription, and after each yearly renewal. We will update these terms when the rules come into force. The refund policy in section 16.6 already gives a full refund within 14 days after each of those payments.

16.6 Our refund policy. This policy adds to your legal rights and does not reduce them.

- (a) **Every paid licence:** for everyone, a full refund of a yearly payment if you ask within 14 days after it was taken. This applies to the first payment after your trial and to each renewal payment. When we make this refund, we will also cancel your subscription so that no further payment is taken.
- (b) **Other refunds.** Sections 8.6, 8.7, 12.5, 12.9, 13.10, 15.4, 15.6, 15.10, 19.3, 23.4, 23.5, 23.6, 24.3, 27.1 and 30.4 give you refunds in other situations. Paragraph (d) does not apply to them.
- (c) In other cases, if you cancel a subscription, your licence continues to the end of the paid period and there is no refund for the rest of it.
- (d) We may refuse a refund under paragraph (a) if there is clear evidence of abuse, such as buying and refunding the same licence repeatedly. This does not affect your legal rights or the refunds in paragraph (b).

16.7 How to cancel or ask for a refund. Email us (section 1.3) saying you want to cancel or want a refund. Including your order number and the email address you used at checkout helps us find your order quickly, but you do not need them to cancel. You may use the model cancellation form in Annex A, but you do not have to. To use your legal right to cancel, it is enough to send your message before the 14 days end. If you have a subscription, we will also cancel its renewal.

16.8 How refunds are paid. We make refunds through the reseller that processed your purchase, to the payment method you used. For a Paddle purchase, that is Paddle; purchases made through our earlier reseller remain with that reseller. We do not charge a fee. We will make the refund without undue delay. If you cancel under your legal right, we will refund you within 14 days after you tell us. If we agree a refund under these terms, we will refund you within 14 days after we agree it. It can take up to 10 days to appear on your statement. If your payment provider converts currencies, the credited amount may differ because of that conversion. If you cancel under your legal right in section 16.2, or receive a refund under section 17, and the amount credited in pounds is less than the amount you were charged in pounds, we will pay you the difference if you send us your statement showing both. Purchases made through our earlier reseller are refunded in the US-dollar amount originally charged; the same promise to pay any qualifying sterling difference continues to apply.

16.9 After you cancel or get a refund under this section. If you cancel under section 16.2, or get a refund under section 16.6(a), your paid licence for that purchase ends, and we will mark it as ended in our purchase records. If a licence key was issued for that purchase, we will disable it. You may continue to use the separate free Preview under its own permission (section 6), and retain the rights to your project files in section 23.7(c). Your project files remain yours. If you cancel a subscription without asking for a refund, section 15.7 applies instead, and your licence continues to the end of your trial or paid period.

16.10 Payment disputes. If you do not recognise a charge, or something has gone wrong, please contact us first so we can put it right. The reseller that processed your purchase handles card disputes. If a payment is reversed through a dispute, the licence for that payment ends.

17. Your legal rights if you are a consumer

17.1 This section applies if you are a consumer with a paid licence. Section 17.8 also applies to the free Preview. Nothing in these terms affects these rights. If anything else in these terms conflicts with this section, this section applies.

17.2 Under the Consumer Rights Act 2015, the app you pay for must:

- (a) be of satisfactory quality;

- (b) be reasonably fit for any particular purpose you told us about before you bought, where it was reasonable for you to rely on us;
- (c) match its description, including the information described in section 3.6; and
- (d) be supplied by us with the right to supply it to you.

17.3 The promise of satisfactory quality does not cover a problem we specifically pointed out to you before you bought, for example in the main-app known-limitations list shown on lattiform.com/pricing directly below the licence cards and their Buy buttons. Trying the separate Preview does not, by itself, show that a main-app fault would have been revealed by examining Preview.

17.4 Repair or replacement. If the app is faulty, you can ask us to repair or replace it, for example with an update or a corrected version. We will do this within a reasonable time, without significant inconvenience to you and at no cost to you.

17.5 Price reduction or refund. You can ask for a price reduction, which may be up to a full refund, in three cases. These are: repair or replacement is impossible; we do not complete it within a reasonable time; or we cannot complete it without significant inconvenience to you.

17.6 We pay refunds under this section within 14 days after we agree that you are entitled to one. We pay them to the payment method you used, without any fee.

17.7 If a fault appears within six months of supply, it is presumed to have existed at supply unless it can be shown otherwise. You may also have other rights, such as a claim for damages. You generally have up to six years to bring a claim (five years in Scotland).

17.8 Damage to your device or other content. If digital content we supply, including the free Preview, damages your device or other digital content, and this would not have happened if we had used reasonable care and skill, we will either repair the damage or pay you compensation. We will pay any compensation within 14 days after we agree that it is due.

17.9 Services. Where we provide support or another service, we will provide it with reasonable care and skill. If we do not, you can ask us to put it right, or ask for a price reduction.

17.10 Advice. For more information about your rights, contact Citizens Advice (citizensadvice.org.uk), Advice Direct Scotland (consumeradvice.scot) or Consumerline in Northern Ireland.

17.11 To make a claim, email us with a description of the problem. Your order number helps us find your order.

18. Our responsibility for loss if you are a consumer

18.1 We are responsible for loss or damage you suffer that is a foreseeable result of our breaking these terms or failing to use reasonable care and skill. Loss or damage is foreseeable if it is obvious that it would happen. It is also foreseeable if, when the contract was made, both we and you knew it might happen.

18.2 We are not responsible for loss or damage that is not foreseeable.

18.3 We supply Student and Individual licences for private, domestic and educational use. If you use the app for a business purpose, we are not responsible to you as a consumer for loss of profit, loss of business, business interruption or loss of business opportunity.

18.4 We do not limit or exclude our liability for:

- (a) death or personal injury caused by our negligence;
- (b) fraud or fraudulent misrepresentation;
- (c) breach of your rights under section 17, including damage to your device or other digital content; or
- (d) anything else the law does not allow us to limit or exclude.

18.5 The separate free Preview keeps the consumer protections provided by its own terms (section 6). Nothing here removes them.

19. If you are a business customer

19.1 This section applies only if you are a business customer of the main app. Sections 16.2 to 16.5, 17 and 18 do not apply to you. The separate free Preview remains governed by its own terms (section 6).

19.2 What we promise.

- (a) We have the right to license the app to you.
- (b) Each stable version of the app covered by your paid licence will perform materially as described in its scope and limitations page and in-app Help. This promise does not apply to beta versions or to the free Preview.
- (c) We will provide support and any other services with reasonable care and skill.

19.3 If the app does not perform as promised. Tell us, with details. We will fix the problem within a reasonable time, for example with an update or workaround, or replace the version. If we cannot, you may end the affected licence. We will then refund the part of the fee for your current paid period that covers the time from when you told us about the problem to the end of that period. Apart from section 19.7, this is your only remedy for a breach of section 19.2(b).

19.4 Other promises excluded. Apart from section 19.2, we give no other promises about the app. To the extent the law allows, all terms implied by law about quality, fitness for purpose and performance are excluded. In particular, we do not promise that the app is free of errors, will run without interruption, or is suitable for certifying designs.

19.5 Losses we are not responsible for. We are not responsible for:

- (a) loss of profit, revenue, sales or business;
- (b) loss of contracts, anticipated savings or goodwill;
- (c) loss or corruption of data, except the reasonable cost of restoring it from your most recent backup;
- (d) indirect or consequential loss;
- (e) loss caused by relying on a result for a production, safety or regulatory decision without the independent check described in section 4.3; or
- (f) loss caused by using the app outside your licence, on hardware that does not meet section 3.2, or after anyone other than us has modified it.

19.6 Limit. Our total liability to you under or in connection with these terms is limited to the greater of:

- (a) the total fees you paid for licences under these terms in the 12 months before the event giving rise to the claim; and
- (b) £500.

This applies whether the claim is in contract, tort (including negligence), breach of statutory duty or otherwise.

19.7 Liability we do not limit. Nothing in these terms limits or excludes our liability for:

- (a) death or personal injury caused by our negligence;
- (b) fraud or fraudulent misrepresentation; or
- (c) any other liability that cannot be limited or excluded under the law of England and Wales.

19.8 Why these limits are reasonable. The app is priced low compared with the possible consequences of engineering decisions. We publish the main-app scope and known limitations before you buy. The separate free Preview is not a feature-equivalent trial. Professional users are expected to verify results independently. We are a small company. We recommend that you hold your own professional indemnity insurance where appropriate.

19.9 Your clients. If you use the app to provide services, you are responsible to your clients for those services. These terms give your clients no rights against us.

19.10 Whole agreement. These terms, your order, and the scope and limitations page and in-app Help they refer to, are the whole agreement between you and us about the app. You confirm you have not relied on any statement that is not set out in them. This does not limit liability for fraud or fraudulent misrepresentation.

19.11 Claims by your clients. You will pay our reasonable losses and costs, including reasonable legal costs, arising from a claim against us by your client or anyone else that results from your use of the app or its results in your work. This does not apply to the extent the claim is caused by our breach of these terms or our negligence. We will tell you promptly about any such claim and let you take part in handling it.

20. What you must not do, and what you may always do

20.1 Unless these terms or the law allow it, you must not:

- (a) copy the app, except as section 7.6 allows;
- (b) sell, rent, lend, lease, sublicense, distribute or publish the app, or make it available to others, including as a hosted or remote service;
- (c) share, sell or publish your licence key, or let anyone else use your licence;
- (d) use the app beyond your licence type, the named user or the two-Mac limit;
- (e) except as section 21.3 allows, modify, adapt, translate, decompile, disassemble or reverse engineer the app;
- (f) remove or change copyright, trade mark, licence or third-party notices in the app;
- (g) tamper with, avoid or work around a licence check you use or an activation requirement introduced under section 12.9; choosing not to use optional activation is permitted; or
- (h) interfere with our websites or our update or download servers, or use the app unlawfully.

20.2 What you may always do. Section 20.1 does not stop you from:

- (a) doing anything that sections 50A, 50B and 50BA of the Copyright, Designs and Patents Act 1988 allow and that section 296A of that Act prevents a contract from restricting. This means making a back-up copy you need for your licensed use, decompiling the app where the conditions for interoperability are met, and observing, studying and testing how it works;
- (b) using any right that a third-party or open-source licence gives you for its component (section 21); or
- (c) testing the app, comparing its results with other software, hand calculations or physical tests, and publishing what you find. We ask that you state the app version and settings you used. Please do not suggest that we endorse your conclusions.

20.3 Our name. These terms do not give you any right to use the Lattiform name or logo, except to say accurately that you used the app.

21. Third-party and open-source components

21.1 The app includes third-party components licensed under their own terms, including Open CASCADE Technology (OCCT) and openNURBS. Notices and the relevant source and rebuild resources are included with the app. The standalone Preview's Sparkle updater and optional PostHog analytics are separate arrangements. Annex D reproduces the openNURBS and zlib notices; it does not imply that the app omits them.

21.2 Nothing in these terms limits the rights a third-party licence gives you for its component. If these terms conflict with a third-party licence for its component, the third-party licence applies to that component.

21.3 OCCT is licensed under the GNU Lesser General Public License version 2.1, with the OCCT exception. The app and its CAD exchange helper programs link dynamically to the OCCT libraries in Contents/Helpers/CADExchange/lib. As section 6 of that licence requires, nothing in these terms stops you from modifying the app for your own use, including by modifying or replacing those libraries, or from reverse engineering the app to debug such modifications. These rights are for your own use only. They do not let you distribute the app or a modified copy, or use it beyond your licence. The corresponding OCCT source code and rebuild instructions are included with the app in Contents/Resources/CADExchange.

21.4 Our promises about the app in sections 17 and 19 cover the app as a whole, including the third-party components we include in it.

22. Support

22.1 You can ask for help by emailing us. We provide support with reasonable care and skill. We do not promise a set response time.

22.2 Support covers installing the app and using it within your licence. It does not include engineering consultancy. We do not check or sign off your results.

22.3 Free Preview users may also email us. We will help where we can.

22.4 Please read section 11.3 before you send us files.

23. Ending or suspending a licence

23.1 By you. You may stop using the app at any time. You can cancel a subscription as section 15.5 describes.

23.2 By us. We may end your paid licence only if:

- (a) you seriously or repeatedly break sections 7 to 10 or 20, for example by sharing your licence key, letting more than one person use your licence, using it on more than two Macs, redistributing the app, or using a Student or Individual licence for commercial use;
- (b) you gave false information to get a licence, such as about your student status;
- (c) you commit fraud in connection with your purchase;
- (d) a subscription payment cannot be collected (section 15.8);
- (e) the law requires us to; or
- (f) you are not eligible for the Student licence you hold, or you do not send the evidence we ask for under section 8.5 within 14 days.

23.3 Notice first. Except in cases of fraud, or where the law prevents it, we will first email you to explain the problem. We will give you at least 14 days to put it right. Putting it right may include moving to the correct licence, with a refund of the unused part of your old licence (section 15.10). If you do not put it right, we may end the licence by emailing you.

23.4 Refund if we end your licence. If we end your licence under section 23.2, we will refund the unused part of what you paid, in proportion to the whole days left in the paid period.

We may deduct reasonable compensation for the net costs your breach has caused us.

23.5 Suspension. We may disable a licence key, or pause or withdraw an update, to deal with a genuine security problem, a serious fault, or fraud we reasonably suspect in connection with your licence. We will do this for as short a time as reasonably possible. We will tell you why, unless the law or security prevents it. If a suspension stops you using a paid subscription for more than 7 days, and it was not caused by your breach of these terms, we will extend your paid period by the length of the suspension or, if you prefer, refund that part.

23.6 If we stop offering the app or a licence. We may stop offering the app or a licence type. If we do, we will give subscribers at least 60 days' notice and refund the unused part of any paid period.

23.7 When a paid licence ends. When a paid licence ends for any reason:

- (a) your rights under it end;
- (b) you may continue to use the separate free Preview under its own permission in section 6, for as long as we offer it; this does not grant continued main-app analysis or design use after your paid rights end;
- (c) your project files remain yours, and you may continue to open, view and export them in the app; and
- (d) sections that by their nature should continue, including sections 4, 11, 16, 17, 18, 19, 20, 21, 28, 29 and 30, continue.

24. Changes to these terms, prices and the app

24.1 Reasons for changes. We may change these terms only for one or more of these reasons:

- (a) a change in law or regulation, including the subscription rules described in section 16.5;
- (b) a decision or guidance from a court or regulator;
- (c) a genuine security threat;
- (d) a change in our reseller or payment arrangements (section 24.8);
- (e) introducing activation under section 12.9;
- (f) adding new licence options or features that do not reduce your rights; or
- (g) making the terms clearer, or correcting mistakes, without reducing your rights.

24.2 Notice. We will email you at least 30 days before a change affects you, and explain it. We will also publish the new version on our website. Changes under section 24.1(f) or (g) that only make the terms clearer or give you more rights may apply straight away. The separate free Preview keeps its own change and notice procedure (section 6.8).

24.3 Subscriptions. A change applies to your subscription from your next renewal after the notice period. If you do not accept it, you can cancel before then. A change for a legal or security reason may have to apply during a paid period. If you do not accept it, you may cancel, and we will refund the unused part of that paid period, in proportion to the whole days left. For a change under section 24.1(e), section 12.9(f) also applies.

24.4 Earlier single-payment Individual licences. A change under this section does not turn a single-payment Individual licence bought under version 1.1 into a subscription or reduce it for the versions it covers (section 12.4).

24.5 Prices. Section 15.9 covers price changes. The price of a paid period does not change once that period has started.

24.6 The app. Section 12.5 covers changes made by updates.

24.7 Which version applies. Your licence is governed by the version of these terms that applied when you bought it, as changed under this section.

24.8 Our reseller. We may change the reseller and merchant of record we use. If this affects your subscription billing, we will tell you in advance. You may need to confirm your payment details. Your licence continues. Publishing this version does not itself move a purchase or subscription made through our earlier reseller to Paddle. Earlier purchases retain their existing terms and billing arrangements unless changed through the procedure in this section.

25. Privacy

25.1 Purchases. Paddle collects and uses the name, email address, billing details and payment details you provide to process a new Paddle order. It does this under its own privacy policy (paddle.com/legal/privacy). Our earlier reseller continues to handle information relating to purchases originally made through it, under its own privacy policy.

25.2 What we receive. We receive the order information the reseller makes available to sellers. Examples are your name where provided, email address and country, the licence you chose, order and subscription IDs and status, and any tax number you enter. Records of purchases made through our earlier reseller may also contain a licence key. We also maintain the account-to-purchase link and Lattiform-issued licence identifiers, status, trial or paid-period expiry and update eligibility. When you are signed in and choose to open checkout, our account service verifies your current sign-in email and passes it to Paddle to prefill checkout. Our privacy notice describes Supabase sign-in and storage, Cloudflare account hosting, Resend sign-in and licence emails and Keygen licensing (section 25.5). We use this information to provide your licence, send reminders, give support, handle refunds and check eligibility. We also use it to keep business records and meet legal duties.

25.3 In the app. Section 3.9 explains what data leaves your Mac.

25.4 Student evidence. We use evidence of student status only to check eligibility (section 8.5).

25.5 Our privacy notice at lattiform.com/privacy explains how we handle personal data, and your rights.

26. Export control and sanctions

26.1 You must not use, export or re-export the app in breach of UK export control or sanctions law, or of any such law that applies to you. You must not buy a licence if you are subject to UK sanctions, or buy one on behalf of anyone who is.

27. Transferring this agreement

27.1 By us. We may transfer our rights and obligations under these terms to another organisation, for example if our business is sold. We will tell you in writing and make sure your rights are not reduced. If you have a subscription and do not want to continue, you may cancel within 30 days of our notice. We will then refund the unused part of your paid period.

27.2 By you. You may transfer your licence only as sections 9.6 and 10.4 allow, or with our written agreement.

28. Complaints

28.1 If you have a complaint, email us and tell us what has gone wrong. Your order number and the email address you used at checkout help us find your order.

28.2 We will acknowledge your complaint within 5 working days and aim to resolve it within 30 days.

28.3 We are not a member of any alternative dispute resolution (ADR) scheme, and we are not required to use one. If we cannot resolve a dispute, we may agree with you, after the dispute arises, to try mediation. This does not affect your right to go to court.

28.4 For payment questions, you can also contact the reseller that processed your purchase using the details in your receipt. For a new Paddle purchase, that is Paddle; for a purchase made through our earlier reseller, it remains that reseller.

29. Law and courts

29.1 Consumers in the UK. These terms are governed by the law of England and Wales. If you live in Scotland or Northern Ireland, you can also rely on the mandatory consumer protections of your local law. You can bring proceedings in the courts of the part of the UK where you live, or in the courts of England and Wales. We can bring proceedings against you only in the courts of the part of the UK where you live.

29.2 Consumers outside the UK. If you live outside the UK, you keep any mandatory consumer protections of the country where you live. You may also be able to bring proceedings in your local courts.

29.3 Business customers. The law of England and Wales governs these terms. It also governs any dispute or claim arising out of or in connection with them, including non-contractual disputes. The courts of England and Wales have exclusive jurisdiction.

30. Other legal terms

30.1 Separate parts. Each section of these terms operates separately. If a court decides that any part is unlawful or unenforceable, the rest stays in force.

30.2 Delay. If we do not insist straight away that you do something, or we delay taking action, we can still insist later.

30.3 Third parties. Only you and we can enforce these terms. No one else has rights under the Contracts (Rights of Third Parties) Act 1999.

30.4 Events outside our control. We are not responsible for delays or failures caused by events genuinely outside our reasonable control, such as fire, flood, a widespread internet or power failure, or action by a government. A failure by a company we use to run our business, such as our reseller, hosting or email provider, is not an event outside our control. This section does not change the time limits for refunds in sections 16 and 17, or your rights under section 17. If an event outside our control happens, we will tell you and take reasonable steps to limit the effect. If such an event stops you using your subscription for more than 30 days, you may cancel. We will then refund the unused part of your paid period.

30.5 Notices. We send notices to the email address you gave at checkout. Please tell us if it changes. You can send notices to the address in section 1.3.

Annex A — Model cancellation form

Use this form only if you want to cancel under your legal right in section 16.2. You do not have to use it. You can simply email us.

To: Lattiform Ltd, Magnolia House, Chestnut Avenue, Hedon, Hull, HU12 8NH, United Kingdom. Email: founder@lattiform.com

I/We [*] hereby give notice that I/We [*] cancel my/our [*] contract for the supply of the following digital content: Lattiform [Student / Individual / Commercial] licence

Ordered on [*] / trial started on [*]:

Paddle transaction or subscription ID, or earlier order number (if known):

Name of consumer(s):

Address of consumer(s):

Email address used at checkout (if known):

Signature of consumer(s) (only if this form is sent on paper):

Date:

[*] Delete as appropriate.

Annex B — Key subscription information

	Student	Individual	Commercial
UK reference price (UK VAT included where applicable; localized totals: section 13.2)	£49 per year	£149 per year	£349 per year
Currency charged	Currency and localized yearly total shown by Paddle at checkout (section 13.2).	Same as Student	Same as Student
UK monthly equivalent (comparison only; you pay yearly)	About £4.08	About £12.42	About £29.08
Free trial	7 days, payment details required. Nothing is charged during the trial.	Same as Student	Same as Student
First payment	Localized yearly total shown at checkout, taken when the trial ends unless you cancel first; UK reference £49	Same as Student; UK reference £149	Same as Student; UK reference £349
Renewal	Every year on the date of your first payment, until you cancel	Same as Student	Same as Student

	Student	Individual	Commercial
Least you will pay	Nothing if you cancel during the trial. Otherwise the localized first-year total shown at checkout, unless you are refunded; UK reference £49.	Same as Student; UK reference £149.	Same as Student; UK reference £349.
Reminders	At least 3 days before the trial ends, and at least 30 days and again at least 7 days before each renewal	Same as Student	Same as Student
How to cancel	Online at any time through Your Lattiform account → Manage billing and invoices or the Paddle customer portal link in your purchase or subscription emails, or email us (section 1.3). If you cancel before the trial ends or before the renewal date, you will not be charged.	Same as Student	Same as Student
Cooling-off and refunds	Consumers: legal 14-day right to cancel from the trial start, for a full refund, even if you have used the app (sections 16.2 and 16.3). Everyone: our policy gives a full refund if you ask within 14 days after the first payment or any renewal payment (section 16.6). New legal rules are expected in January 2027 (section 16.5).	Same as Student	Same as Student

Annex C — Document history

Version	Date	Status
1.0	4 October 2026	Original version for purchases accepted under that version; original PDF preserved
1.1	6 October 2026	New Paddle purchases of the main app after publication; separate Preview; optional activation baseline; existing purchase contracts and rights retained
1.2	13 October 2026	New Paddle purchases after publication: Individual becomes a yearly subscription with a 7-day trial; UK reference prices £49, £149 and £349 a year; described version is Lattiform 0.1.0 (4); earlier purchases, including single-payment Individual licences, keep the version they accepted
1.3	15 October 2026	New Paddle purchases after publication: the earlier reseller is no longer named; no change to prices, licences, rights or the described version; earlier purchases keep the version they accepted
1.4	15 October 2026	New Paddle purchases after publication: the terms describe the Lattiform app without naming a numbered build, and the scope and limitations page at lattiform.com/scope describes the current version; no change to prices, licences or rights; earlier purchases keep the version they accepted

Annex D — openNURBS and zlib notices

openNURBS. The app uses the openNURBS toolkit from Robert McNeel & Associates to read Rhino .3dm files. The app includes its notice in the bundled CADExchange resources. The MIT and included zlib notices are reproduced below. The historical Preview build-8 notice omission remains a fact about that separate Preview package, not the app.

The MIT licence for openNURBS reads:

MIT License

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Permission is hereby granted, free of charge, to any person obtaining a copy of Rhino SDKs and APIs, including openNURBS, rhino3dm, RhinoCommon, the Grasshopper API, and associated documentation files (the "Software"), to deal in the Software without restriction, including without limitation the rights to use, copy, modify, merge, publish, distribute, sublicense, and/or sell copies of the Software, and to permit persons to whom the Software is furnished to do so, subject to the following conditions:

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The copyright notice that openNURBS ships, which includes the zlib licence, reads:

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The openNURBS toolkit uses zlib for mesh and bitmap compression. The zlib source code distributed with openNURBS is a subset of what is available from zlib. The zlib code itself has not been modified. See ftp://ftp.freesoftware.com/pub/infozip/zlib/zlib.html for more details.

Zlib has a generous license that is similar to the one for openNURBS. The zlib license shown below was copied from the zlib web page ftp://ftp.freesoftware.com/pub/infozip/zlib/zlib_license.html on 20 March 2000.

zlib.h -- interface of the 'zlib' general purpose compression library version 1.1.3, July 9th, 1998

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The data format used by the zlib library is described by RFCs (Request for Comments) 1950 to 1952 in the files ftp://ds.internic.net/rfc/rfc1950.txt (zlib format), rfc1951.txt (deflate format) and rfc1952.txt (gzip format).