

# iMazing End-User License Agreement (EULA)

## Effective Date: September 4, 2025

*This version supersedes all prior versions of the iMazing EULA.*

THIS END-USER LICENSE AGREEMENT (HEREINAFTER "EULA" OR "AGREEMENT") CREATES A LEGALLY BINDING AGREEMENT BETWEEN YOU, AS AN END USER OF OUR SERVICES (HEREINAFTER "USER" OR "YOU"), AND DIGIDNA (HEREINAFTER "COMPANY").

DO NOT INSTALL, COPY, ACCESS OR USE THE SOFTWARE UNTIL YOU HAVE READ AND AGREED TO THIS EULA.

THE SOFTWARE, AS DEFINED BELOW, IS PROTECTED BY COPYRIGHT, WHICH IS HELD BY DIGIDNA.

THE SOFTWARE IS LICENSED TO YOU, NOT TRANSFERRED OR SOLD. BY CLICKING THE "ACCEPT/AGREE" BUTTON, OR BY INSTALLING, COPYING, ACCESSING, OR OTHERWISE USING THE SOFTWARE, YOU ARE CONSENTING TO BE BOUND BY THE TERMS OF THIS END USER LICENSE AGREEMENT, AS WELL AS THE LICENSING POLICY LOCATED AT <https://imazing.com/licensing-policy> AND THE PRIVACY POLICY LOCATED AT <https://imazing.com/privacy-policy>.

PRIOR TO ANY INSTALLATION OF THE SOFTWARE, USER MUST VERIFY WHETHER THERE ARE ANY LEGAL PROHIBITIONS IN HER/HIS JURISDICTION PREVENTING HIM/HER FROM ENTERING INTO THIS AGREEMENT (AGE, LEGAL CAPACITY, ETC.) OR FROM USING THE SOFTWARE FOR ANY GIVEN REASON.

IF YOU DO NOT AGREE TO THE FOLLOWING TERMS OR IF YOU ARE NOT CERTAIN YOU COMPLY WITH THE LAW OF YOUR JURISDICTION, YOU MAY NOT USE OR INSTALL THE SOFTWARE.

The Software may only be used in accordance with the terms and conditions set out in this document.

## 1. Definitions

The following definitions apply to the terms and conditions included in this Agreement:

"Computer" refers to any personal computer (macOS/Windows) compatible with iMazing.

"Confidential Information" means all non-public information disclosed by one Party (the "Disclosing Party") to the other party (the "Receiving Party") in any form or medium in accordance with this Agreement, which is designated as so or that the Disclosing Party identifies as confidential and proprietary or that by the nature of the information disclosed or received and circumstances surrounding the disclosure or receipt should reasonably be expected to be confidential and proprietary information.

"Configurator Features" refers to the set of features available via the Configurator section in iMazing.

"CLI Features" refers to the set of features available via iMazing's Command Line Interface.

"Documentation" refers to the user manuals for the Software and any other documents edited by Company and related to the Software.

"Free Features" refers of the Software that are accessible without activation under the Trial License.

"iMazing" is a cross-platform PC and Mac software for mobile device management developed by DigiDNA.

"Intended Purpose" refers to the purpose described in the documentation included in the iMazing Software package.

"Mobile Device" refers to any personal Apple mobile device (iPhone/iPad/iPod), compatible with iMazing.

"Premium Features" refers to features which require the activation of iMazing with a valid license code.

"Software" means DigiDNA software products to which this Agreement applies—specifically, iMazing, iMazing Configurator, iMazing CLI, iMazing Profile Editor or iMazing Converter—as well as all program and information files and all documentation included in the applicable software package.

## 2. Grant of License

This Agreement applies to the following DigiDNA software titles:

- iMazing
- iMazing Configurator
- iMazing CLI
- iMazing Profile Editor
- iMazing Converter

### 2.1 General License Grant

Subject to the terms of this Agreement, DigiDNA grants You a revocable, non-exclusive, non-transferable, limited right to install and use the Software in accordance with its Documentation and within the scope of the license You have acquired and:

- for paid Software, within the scope of the license You have acquired;
- for Software made available free of charge (such as iMazing Profile Editor or iMazing Converter), without payment for personal or internal business purposes only, provided all other terms of this Agreement are observed.

License types, including their duration, permitted device count, and applicable features, are described in the Licensing Policy available at <https://imazing.com/licensing-policy>. Current offerings include:

- **Personal Licenses**, for individual, non-commercial use on a limited number of Apple mobile devices.
- **Family Licenses**, extending Personal License rights to more devices for private use within a household.
- **Business Licenses**, permitting professional or institutional use and enabling advanced capabilities such as device supervision, command-line interface, or configuration workflows.
- **Custom Licenses**, with tailored terms for high-volume or specialized use cases (e.g., data recovery, e-discovery, or diagnostics).

DigiDNA reserves the right to revise license types, entitlements, and pricing at any time. Any changes will be reflected on the official Licensing Policy page:

<https://imazing.com/licensing-policy>. Such updates will not retroactively affect licenses already acquired, except where expressly stated or contractually agreed.

The Software may not be used on non-PC products, servers, embedded systems, or bundled, integrated, or exposed through other software or services without DigiDNA's prior written consent.

For software titles offered free of charge (such as iMazing Profile Editor), these terms apply in full even though no license fee is required. All other provisions of this Agreement, including use restrictions and intellectual property protections, remain fully enforceable.

## **2.2 Trial Use**

If You have not activated the Software with a valid license key, You may use a limited set of features free of charge under the Trial License. DigiDNA may modify or restrict access to Trial Features at any time without prior notice.

## **2.3 Limitations**

All rights not expressly granted under this Agreement are reserved. This Agreement does not confer any ownership or proprietary rights in the Software. DigiDNA is under no obligation to update or adapt the Software.

## **3. Restrictions of Use**

You shall use the Software strictly in accordance with the terms of this EULA and shall not, directly or indirectly, or allow any other third party to:

- decompile, reverse engineer, disassemble, attempt to derive the source code of, or decrypt the Software;
- make any modification, adaptation, improvement, enhancement, translation or create derivative work, or any license keys that you have obtained in any way from the Software;
- violate any applicable laws, rules or regulations in connection with your access or use of the Software;

- remove, alter or obscure any proprietary, trademarks, copyright markings or notices placed upon or contained within the Software;
- sell, resell, rent, lease, sublicense the Software, distribute, assign or transfer the Software or any copy thereof, without the explicit written consent of Company;
- use the Software for any other purpose than the Intended Purpose.

## **4. User's Obligations**

### **4.1 Accuracy of User's Contact Information.**

User agrees to give accurate, up-to-date and comprehensive information in order for Company to contact User regarding the Software or for any related purposes. In case of any modifications regarding User contact information (name, address, email address, phone number), User shall notify it to Company immediately.

### **4.2 User's Network and System**

User shall be solely responsible for:

- installing, launching and maintaining all computer hardware, software, routers and any other communication devices at his own cost and expense;
- entering into agreements with service providers for any necessary internet or telecommunications services at their own cost and responsibility.

### **4.3 License Code**

In case of theft or any reasonable suspicion of illegal use of User's license code, User must immediately report it to Company. A new license code will be delivered to You and the compromised license code will be disabled.

### **4.4 Compliance with Applicable Laws**

User must comply with all applicable laws regarding the use of the Software, including domestic laws applicable where User resides, and all relevant export laws and regulations.

## **5. Intellectual Property**

The Software and the Documentation are property of Company and are protected by copyright laws and international treaties.

All intellectual property rights such as, but not limited to, patents, trademarks, copyrights, services rendered by Company or trade secret rights related to the Software are the property of and remains vested in DigiDNA.

This Agreement does not grant You any license to use such patents, trademarks, copyrights and/ or trade secrets.

You agree that Company owns all rights, titles and interests in and to the Software and that You will not use the foregoing for any unlawful or infringing purpose.

## **6. Feedback**

By submitting any information, opinion, suggestion, recommendation, enhancement request or any kind of feedback, You agree:

- that feedback is not considered as Confidential Information;
- that Company may have similar development ideas;
- that Company is granted a royalty-free, fully-paid, worldwide, transferable, exclusive, sub- licensable, irrevocable and perpetual license to use in any manner or incorporate into its services and products such feedback without any compensation or whatsoever;
- to waive any moral rights and agree not to assert them;

## **7. Privacy Statement**

DigiDNA strives to protect the security and privacy of the Users of its products, and will strictly protect the security of User's personal information, within the confines of the DigiDNA domain.

**The personal data you access with iMazing is stored on your own chosen storage devices, by default on your computer's main hard drive. DigiDNA has strictly no access to your files, and iMazing does not upload them to its servers or to third parties.** The DigiDNA privacy statement can be found at <https://imazing.com/privacy-policy> and is incorporated to this Agreement by reference.

## **8. Confidentiality**

Neither the Disclosing Party nor the Receiving Party shall disclose Confidential Information except as expressly authorized by this EULA. The foregoing obligations shall be satisfied by the Receiving Party through the exercise of at least the same degree of care used to restrict disclosure and use of its own information of like importance, but not less than reasonable care.

Notwithstanding the foregoing, it shall not be a breach of this Agreement for the Receiving Party to disclose Confidential Information if the Receiving Party:

- is compelled to do so under law, in a judicial or other governmental investigation or proceeding, provided that, to the extent permitted by law, the Receiving Party has given the Disclosing Party prior notice and reasonable assistance to permit the Disclosing Party a reasonable opportunity to object to and/or limit the judicial or governmental requirement to disclosure;
- does so on a confidential basis to its advisors, accountants and auditors.

Liability will be held against each Party who shall be responsible for disclosing Confidential Information.

In case of such breach, the Disclosing Party shall be immediately notified.

## **9. Fees, Billing, and Refunds**

### **9.1 Fees and Adjustments**

Payment obligations are non-cancellable and, unless otherwise expressly stated by DigiDNA or required by law, all fees paid are non-refundable.

Fees are based on the license type acquired and are either billed upfront (for perpetual licenses) or on a recurring basis (for subscription licenses), as detailed in the Licensing Policy.

DigiDNA may revise pricing for new purchases or renewals at any time. Any such revisions will be reflected on the Licensing Policy page and will not affect licenses already purchased unless otherwise stated in the new terms or mutually agreed upon.

Custom pricing or enterprise terms may be subject to a separate agreement in writing, which may override or supplement the tax handling procedures outlined in

Article 9.3.

## **9.2 Failure to Pay**

If payment for a license cannot be completed successfully, whether at the time of initial purchase or during a renewal cycle, no license rights will be granted or renewed until the outstanding amount is resolved.

In the case of subscriptions, DigiDNA may provide a limited grace period to resolve the payment issue. If payment is not completed within the grace period, the license will be suspended or downgraded to a Trial License without further notice.

DigiDNA is not liable for any loss of access, data, or functionality resulting from a suspended or downgraded license due to unresolved payment failures.

## **9.3 Taxes**

All applicable taxes are collected and processed by DigiDNA's authorized reseller and payment processor (currently Paddle or FastSpring for custom orders). DigiDNA does not collect sales tax directly and is not liable for any remittance errors made by the processor.

The User remains responsible for complying with any applicable tax obligations not handled by the payment processor.

## **9.4 Refunds**

If the Software does not meet Your expectations or fails to perform as intended, You may request a refund.

Refund requests must be submitted in writing to DigiDNA's support team via <https://imazing.com/contact>, and must include the reason for dissatisfaction. Feedback provided through refund requests helps DigiDNA address technical issues and improve the Software.

Requests must be submitted within 30 days of purchase. Most refunds are processed by our merchant of record (currently Paddle) within a few business days.

DigiDNA reserves the right to decline refund requests at its discretion. The primary focus remains on resolving technical issues and ensuring customer

satisfaction.

## **10. Term and Termination of Licensing**

### **10.1 Effective Date**

This EULA is effective as of the first date You download, install, access and use iMazing, even if You have not explicitly accepted this EULA.

### **10.2 Termination for Cause**

In the event of a termination due to unresolved Payment Failure, the license for which Payment Failure has occurred becomes void, is disabled and automatically replaced by a Trial License. Article 10.4 shall apply.

If You breach this EULA and do not cure that breach within seven (7) calendar days after receipt of written notice of the breach, Company may terminate this EULA for just cause. In such event, your right to use the Software will terminate immediately and without notice. Article 10.4 shall apply.

Company reserves the right to solely terminate User's license at any time and for any or no reason with or without prior notice. Article 10.4 shall apply in any event.

### **10.3 Termination by User**

User may terminate this Agreement at any time with written notice to Company. Article 10.4 shall apply in any event.

Upon the termination by User, if an annual subscription fee has been paid, the ongoing license remains valid until the end of the period for which such subscription fee has been paid. When this period has elapsed, the license becomes void with immediate effect and is disabled accordingly.

### **10.4 Effects of Termination**

As provided for in article 9.1 above, payments made by User are non-refundable and all fees and charges due prior to termination shall remain payable by User.

You must destroy all copies, full or partial, of the Software or at Company's request, return all Software and Documentation or any other material of iMazing in your possession. You will certify such deletion to Company upon request.

## **10.5 Survival**

Subject to the provisions of articles 2, 3 and 4 above, all provisions of this Agreement shall survive termination and remain in full effect.

## **11. Disclaimer of Warranties**

YOU ACKNOWLEDGE AND AGREE THAT USE OF THE SOFTWARE IS AT YOUR OWN RISK AND THAT THE SOFTWARE IS PROVIDED "AS IS" WITHOUT ANY WARRANTIES OR REMEDIES OF ANY KIND, EXPRESS OR IMPLIED, AND TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW. COMPANY DISCLAIMS ANY REPRESENTATIONS OR WARRANTIES, WHETHER EXPRESS, IMPLIED OR STATUTORY, INCLUDING BUT NOT LIMITED TO THE WARRANTIES OF MERCHANTABILITY, SATISFACTORY QUALITY, FUNCTIONALITY, FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT OF THIRD-PARTY RIGHTS, LACK OF VIRUSES, ACCURACY OR COMPLETENESS OF RESPONSES OR RESULTS. DIGIDNA DOES NOT WARRANT THAT THE FUNCTIONS OF THE SOFTWARE WILL MEET YOUR REQUIREMENTS OR THAT THE OPERATION OF THE SOFTWARE WILL BE UNINTERRUPTED, TIMELY, SECURE, ERROR FREE, OR THAT DEFECTS OR ERRORS IN THE PACKAGE WILL BE CORRECTED. YOU TAKE RESPONSIBILITY FOR SELECTING THE SOFTWARE TO ACHIEVE YOUR INTENDED RESULTS, AND FOR THE USE AND THE RESULTS OBTAINED FROM THE SOFTWARE.

## **12. Limitations of Liability**

EXCEPT FOR FRAUD, WILLFUL MISCONDUCT OR GROSS NEGLIGENCE, NEITHER PARTY SHALL BE LIABLE TO THE OTHER PARTY OR ANY OTHER PARTY RELATED TO YOU FOR ANY INCIDENTAL, CONSEQUENTIAL, INDIRECT, EXEMPLARY, SPECIAL, OR PUNITIVE DAMAGES OR FOR ANY DAMAGES WHATSOEVER, INCLUDING BUT NOT LIMITED TO DAMAGES FOR LOSS OF BUSINESS PROFITS, BUSINESS INTERRUPTION, LOSS OF BUSINESS INFORMATION, LOSS OF DATA, PERSONAL INJURY, LOSS OF PRIVACY, PECUNIARY LOSS OR OTHER LOSS WHATSOEVER ARISING OUT OF THE USE OR INABILITY TO USE THE SOFTWARE, EVEN IF THE PARTIES HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. REGARDLESS OF THE FORM OF ACTION, EACH PARTY'S AGGREGATE AND CUMULATIVE LIABILITY ARISING OUT OF OR RELATED TO THIS AGREEMENT SHALL BE LIMITED TO THE LICENSE FEES ACTUALLY PAID BY THE CUSTOMER FOR ANY CLAIMS UNDER THIS AGREEMENT. THE FOREGOING

LIMITATIONS, EXCLUSIONS AND DISCLAIMERS SHALL APPLY TO THE MAXIMUM EXTENT ALLOWED BY THE LAW.

## **13. Indemnification**

You shall, at your own expense, indemnify and hold harmless Company from and against any third party claims, actions, liabilities losses, costs, expenses or damages (including attorney's fees) arising out or related to:

- Your violations of this EULA;
- Your unauthorized use of the Software; or
- Any violation by You of applicable laws.

Company shall, at its own expense, indemnify and hold harmless You from and against any third party claims, actions, liabilities, losses, costs, expenses or damages (including attorney's fees) arising out or related to:

- Infringement or misappropriation of intellectual property rights; or,
- Any violation by Company of applicable laws.

## **14. Third-Party Components**

Some features of the Software may incorporate or interoperate with third-party open-source components. In particular, the spyware analyzer feature integrates C++ code derived from Amnesty International's [Mobile Verification Toolkit \(MVT\)](#), published under the MVT License v1.1.

Use of such components is governed by their respective open-source licenses, which may override the terms of this Agreement solely in the context of the relevant feature. By using the spyware analyzer or any other third-party component embedded in the Software, You agree to comply with the applicable third-party license terms.

## **15. Miscellaneous**

### **15.1 Severability**

If any of the provisions of this Agreement are found to be null and void, the remaining provisions of this Agreement shall remain valid and shall continue to

bind the Parties.

## **15.2 Waiver**

No failure by either party hereto at any time to give notice of any breach by the other party of, or to require compliance with, any condition or provision of or to enforce any rights granted this Agreement shall be deemed a waiver of similar or dissimilar provisions or conditions at the same or at any prior or subsequent time.

## **15.3 Export Restrictions**

This license is subject to all applicable export restrictions. You must comply with all export and import laws and restrictions, as well as any regulations of your place of residence.

## **15.4 Entire Agreement and Modifications**

This Agreement constitutes the entire agreement between You and DigiDNA concerning the Software and supersedes any prior or contemporaneous understandings, representations, or agreements, whether written or oral, relating to its subject matter.

Any modifications to this Agreement must be made in writing and signed by an authorized representative of DigiDNA to be binding. No waiver or amendment shall be effective unless expressly agreed upon in this manner.

DigiDNA may revise this Agreement from time to time. Continued use of the Software after being presented with a revised version—whether during installation, update, or via in-app notice—shall constitute acceptance of the updated terms.

Your acceptance may be signified electronically, including by clicking an "Agree" button or checking a box.

In the event of a conflict between translated versions of this Agreement, the English version shall prevail.

## **15.5 Transferability**

You may assign any or all of Your rights and obligations under this EULA without Company's prior written approval (a) to a successor-in-interest as a result of a merger or consolidation or in connection with the sale or transfer of all or

substantially all of its business or assets to which the Contract and these conditions relate, or (b) to an affiliate or member of your organization. Subject to the foregoing, this EULA will be binding upon and will inure to the benefit of the parties, their successors and permitted assigns.

## **16. Governing Law and Choice of Forum**

This Agreement shall be governed and construed by Swiss law.

Courts of Geneva shall have exclusive jurisdiction over any disputes arising directly or indirectly in relation to this Agreement, be it a dispute in tort or in contract or for any other cause, including any dispute regarding its validity.

## **17. Communications**

DigiDNA may send You transactional communications related to the Software, including notices of updates, changes to licensing terms, or critical security information. Optional promotional emails can be disabled at any time by unsubscribing. DigiDNA recommends keeping transactional communications enabled to ensure You remain informed of important changes.

You may contact us for more information about the Software and other products or services by sending an e-mail. We recommend using our website for faster access to product support and information.

Website: <https://imazing.com>

Contact us: <https://imazing.com/contact>

Legal Address: DigiDNA, Boulevard des Tranchées 4, 1205 Geneva, Switzerland