

Licensing FAQ

Short answers about trials, licences, bundles and computers.

The trial

How long is the trial, and what does it unlock?

Seven days, every feature, no card and no account. The trial is the ZOKKU All one: one trial unlocks all eleven plugins on that computer.

What happens when the trial ends?

A banner in the plugin says so. Instruments go silent; effects pass your sound through unchanged. Nothing is deleted: your sessions open as before, and they play again as soon as you activate a licence.

Can I start the trial again?

One trial per computer. If you need more time to decide, write to hello@zokku.app.

Licences and bundles

What does a licence unlock?

Each plugin is its own product: its own licence unlocks it. **ZOKKU Beat Kit** unlocks its five (kizami, kitto, tatakit, fuzzo, ascent). **ZOKKU All** unlocks all eleven with one activation. See Bundles.

Is ikipump really free?

Yes. Get it on its page; it still needs a free licence in your account.

Does a licence cover VST3, CLAP and AU?

Yes: one licence covers every format of that plugin, on Windows and macOS.

Are updates included?

Updates of the plugins you own install from the Hub. Saved sessions keep their sound after every update.

Computers and seats

On how many computers can I use it?

Each activation takes one seat on your licence; signing in alone takes none. Your account lists the computers each licence is active on.

I changed computer.

On the old one, **Deactivate** in the Hub or the plugin's licence sheet frees the seat. If the old computer is gone, free the seat from your account, then activate the new one.

My studio computer is never online.

Use offline activation: the Hub saves a request file, you exchange it for a licence file on any device with a browser, and load it back. See Getting started.

Do the plugins phone home?

Only for the licence: to start a trial, to activate or deactivate, and a short check of an online licence. Your audio never leaves your computer.

Mac

Does my licence work on a Mac?

ZOKKU All and the 7-day trial activate on a Mac now, with **Sign in** in the Hub. A single-plugin or Beat Kit licence activates on a Mac from the next Mac update.

Buying

Do I need an account?

Not for the plugins, the Hub or the trial. Buying uses a ZOKKU account, which keeps your licences and downloads.

Can I get a refund?

See the terms of sale, or write to hello@zokku.app.

I have a beta code.

On the Download page, *Redeem a beta code* opens the ZOKKU All checkout: enter the code in the coupon field. The licence then shows in your account; sign in to the Hub with the same email.
