PipeSketch customer policies

Effective 18 November 2026

Read these policies before you create an account or buy Premium. They explain your plan, what happens to saved work, how to cancel and how we use personal information.

Terms of use

PipeSketch lets you draw isometric pipework, label welds and components, and export A4 or A3 sketches. You can try a drawing in your browser before signing up. The seller and postal address are listed in Legal trader details.

Your plan

Plan	What it includes
Free account	Five distinct PDF exports in total. You can download the same saved PDF again without using another export, including after all five have been used. A changed drawing exported as a new PDF uses a new export.
Premium · £9.99 per month	Unlimited PDF exports, project folders, parts lists and parts-list downloads in PDF or CSV. The price is in pounds sterling, billed monthly in advance. No VAT is added to this price.

A successful new PDF export counts when it is saved to your account. If a download is interrupted, open your saved PDFs and download it again. Deleting a PDF does not return its export to your allowance.

Buying Premium

Your free account stays free until you choose to subscribe. Checkout shows the total before you confirm payment. Premium renews each month until you cancel. There is no minimum commitment beyond the paid month.

Stripe processes payments and shows the available payment methods. Apple Pay availability depends on your device and browser. Premium opens once the payment is confirmed. We do not receive your full card number or card security code.

Keeping your work safe

Use an email address you control and keep your password, reset links and recovery code private. Account saves need an internet connection. Check that a drawing has saved to your account before switching devices. Keep copies of important files. You can clear browser drafts by clearing site data.

Drawing ownership and checks

You, your employer or the original rights holder keep the rights to the content you provide. You give us permission to store, display, process, back up and export it to run the service and help with support. Account drawings and PDFs are private to your account. Share files only where you have permission.

PipeSketch and its licensors retain their rights in the software, branding and licensed material. Standard engineering symbols remain available to others. A reference to ASME, ISA or another standard does not certify a sketch. Check dimensions, weld identifiers, ratings, quantities and parts against the job. Arrange qualified review where needed. PipeSketch does not perform design or safety calculations.

Deleting PDFs and accounts

Delete a saved PDF

Open your saved PDFs, select the file, choose Delete and confirm. This permanently removes that saved export from your account. The editable drawing and other PDFs stay in your account. Previously used free exports stay counted. Any copy you downloaded is yours to keep.

Delete your account

> **Deleting your account permanently removes your profile, account drawings, project folders, saved PDFs and access to Premium. You cannot undo this action. Download anything you want to keep before continuing.**

Open My account and choose Delete account. Read the warning, select Continue, then enter your current password and choose Delete my account on the final screen. Until you confirm the last step you can back out. When deletion completes, you are signed out, account sessions are revoked, and any Premium renewal is stopped.

To use the rest of a paid month, cancel renewal first and keep your account until the paid period ends. Deleting the account ends access immediately. For a cooling-off cancellation or a refund request, contact us using the details in Cancellation and refunds.

Copies you downloaded, emailed or saved on other devices are outside the account. On a shared device, use the browser’s site-data controls to clear remaining local drafts. The Privacy notice explains which financial records and backup copies may remain.

Cancellation and refunds

Stop the next payment

Open My account and choose Cancel subscription, or use Manage billing & payment method and confirm cancellation in Stripe. If you cannot sign in, email support@pipesketch.co.uk. Your Premium access normally continues until the end of the paid month. Your account and saved PDFs remain available afterwards. Any unused free exports are still yours.

The first 14 days

If you buy as a consumer, you can cancel the initial Premium service contract without giving a reason. The period ends 14 days after the day you enter into the contract. Tell us clearly by email or post before it ends. The period can be longer if we did not give you the required cancellation information.

If you expressly ask us to start Premium during this period, and we gave you the required information about cancellation and cost, we may deduct only a proportionate amount for the service supplied up to your notice. Without that request or information, we will not charge for service supplied during the cooling-off period. Exporting a PDF does not by itself waive your right to cancel.

We refund what is due without undue delay and within 14 days of receiving your cancellation. We use your original payment method unless you expressly agree otherwise. There is no refund fee. A cooling-off cancellation ends the subscription.

Other refunds

PipeSketch offers no extra money-back guarantee for a change of mind. Your legal remedies still apply if a service is faulty, misdescribed or undelivered, or if a charge is wrong. Email the account address, charge date and a short explanation to support. Keep your card details private.

Optional cancellation form

Send this by email to support@pipesketch.co.uk or by post to Jamie Twist trading as PipeSketch, 75 Eversley, Widnes, WA8 4YA, United Kingdom. A clear statement in your own words is also enough.

I give notice that I cancel my contract for the supply of PipeSketch Premium.

Subscription ordered on _____

Customer name and address _____

Account email _____

Date _____

Signature (paper notices only) _____

Privacy notice

The trader identified in Legal trader details is the controller of the personal information used to run PipeSketch. Email support@pipesketch.co.uk with a privacy enquiry.

Information we use

Information	Purpose
Account and access	Your name, email, password and recovery-code hashes, session records and reset requests enable sign-in and recovery. Temporary security counters and hashed request identifiers help detect abuse.
Drawings and exports	Drawing content, title blocks, component details, projects, saved PDFs and export usage records let you save, reopen and export your work. They may contain personal information you enter.
Subscriptions	Stripe customer and subscription references, plan and cancellation status, billing dates, payment events and any dispute references manage paid access, refunds and financial records.
Support and technical data	Messages and attachments you send, and relevant browser, device, IP and request information, help answer enquiries, troubleshoot faults and protect accounts.

We receive information from you, your browser and our service providers. Stripe collects payment details on its own pages. We store password hashes and never need your password or reset link to help with an enquiry.

Why we can use it

We use the details needed to perform our contract for your account, saved work and any Premium subscription. Our legitimate interests in proportionate security, fraud prevention and troubleshooting help protect users and keep the service running. We also keep records to meet financial and other legal obligations. We weigh our legitimate interests against your rights.

An email address is needed to open and recover an account. Stripe needs payment information if you buy Premium. Signing up does not subscribe you to marketing. We ask separately if an optional activity requires consent. Include another person’s information in a drawing only if you are entitled to do so.

Providers and international processing

OpenAI OpCo, LLC hosts PipeSketch on our instructions, using Cloudflare for application processing, database storage and file storage. Stripe handles billing and may also act independently for fraud prevention, payments and compliance. Resend delivers password resets, account-security messages and Premium purchase confirmations.

GoDaddy supplies and supports our Microsoft 365 support mailbox. Microsoft operates it. GoDaddy confirmed that the messages and attachments stored in this mailbox are held in the UK. GoDaddy and Microsoft may process information elsewhere when providing support.

Hosting, billing and account-email processing can take place outside the UK, including in the US. Resend routes our account emails from Ireland and stores email data in the US. Where appropriate, providers use recognised adequacy arrangements or contractual safeguards, including standard clauses with the UK addendum. Contact us for the safeguards that apply or a copy. We may disclose information when required by law or to establish or defend legal claims.

How long we keep information

Account information and saved work are held while needed to provide your account. On deletion, we erase your active account and files. Residual backup copies may remain until overwritten. We keep those backup copies beyond ordinary use. Legal obligations or claims may require a limited record for longer.

We keep support emails, replies and attachments while dealing with your enquiry, and afterwards only as needed for a complaint, payment issue, security incident or legal claim. Then we delete them. A deleted support message may be recoverable for a limited period in Microsoft 365. A legal hold can extend that period.

Financial records needed for tax are normally retained for at least five years after the 31 January submission deadline for the relevant tax year. A legal requirement or tax enquiry can extend this. Unrelated drawings and PDFs are not needed for this purpose.

Recovery links work once and expire after 30 minutes. Login sessions expire after seven days of inactivity and last at most 30 days. Expired authentication records may be cleared later. Resend normally retains email and delivery logs for 30 days on its Free, Pro and Scale plans. Other plans can differ.

Your privacy rights

You can ask us to give you access to, correct, erase, restrict or provide a portable copy of your personal information. You can object to processing based on legitimate interests or withdraw a consent without affecting earlier lawful use. Some rights depend on the circumstances. For example, we may need to keep records we are legally required to hold.

Email support@pipesketch.co.uk to make a request. We may ask for proportionate proof of identity. We normally respond within one calendar month and will explain any permitted extension. The app checks your subscription and free-export usage automatically. Contact us for a review if it appears wrong. You may also complain to the UK Information Commissioner's Office.

Cookies and device storage

A secure login cookie, __Host-pipesketch_session, lets the server recognise your browser. Keep me signed in on this device is off by default. When it is off, the cookie lasts for the browser session, although a browser may restore that session. Selecting it keeps you signed in across visits. In both cases signing out revokes the session, which expires after seven inactive days and lasts at most 30 days.

Local storage keeps your browser’s drawings and active file so you can return to them. Guest and signed-in drafts are kept separately. Older drawings may also be present. Local drafts have no automatic expiry and can be removed by you or your browser. Download important work before clearing site data, especially on a shared device.

The drawing app does not use advertising or analytics trackers. Stripe and hosting providers may use storage to deliver their services, operate checkout and protect against fraud.

Stripe cookies

Contact and complaints

Service standards and complaints

We provide PipeSketch with reasonable care and skill. Maintenance or faults may interrupt access. If something goes wrong, we will investigate and explain available remedies. Please respect other users’ accounts and our payment and export controls. We may restrict access while investigating misuse and will explain why where lawful and practical.

We will explain material changes to prices, features or terms before they apply to a future billing period so you can decide whether to renew. Your statutory rights and remedies are preserved, including for faulty or misdescribed services. Nothing here excludes liability for fraud, or for death or personal injury caused by negligence.

How to reach us

Email PipeSketch Support at support@pipesketch.co.uk for account help, billing, privacy requests or complaints. For postal correspondence, see Legal trader details. Include a drawing reference or charge date if that helps us find your enquiry. Keep passwords, reset links and card details private.