Tasks that complete successfully with an “Applicable” status are **non-refundable**. Due to the limitations of AI generation, some results may not perfectly match the motion shown in the source video. Users are advised to understand these limitations before using Video Mocap. To achieve optimal results for motion conversion, please refer to the “Recommended Videos” section in the Video Mocap Online Manual.

If a generated motion bears **no resemblance** to the source video, please contact Reallusion Customer Support for assistance. You will need to provide the original video file for review before a refund can be considered.