# MERCHANT AND SUPPORT INFORMATION DISCLOSURE

**Effective Date:** November 2, 2026
**Last Updated:** November 2, 2026
**Entity:** VIGAM Labs (Bengaluru, Karnataka, India)
**Product:** KLANG
**Authorized Merchant of Record:** Dodo Payments Inc.
**Official Website:** https://klang-website-expq.vercel.app/

## 1. COMMERCIAL IDENTITY AND CORPORATE DISCLOSURE

This document sets forth the official commercial profile, customer service commitments, and electronic product fulfillment pipelines for the software application **KLANG**, operated by **VIGAM Labs**:

- **Product Name:** KLANG (Offline-First Audio Search & Synthesizer Preset Engine)
- **Software Publisher & Developer:** VIGAM Labs
- **Principal Location:** Bengaluru, Karnataka, India
- **Corporate Structure:** Private Software Development Venture
- **Official Web Domain:** `https://klang-website-expq.vercel.app/`
- **Authorized Merchant of Record (MoR):** Dodo Payments Inc., 228 Park Ave S, PMB 54407, New York, NY 10003, USA

## 2. MERCHANT OF RECORD RELATIONSHIP (DODO PAYMENTS INC.)

To provide seamless global transactions, currency conversion, and international indirect tax compliance, VIGAM Labs partners with **Dodo Payments Inc.** as our authorized reseller and Merchant of Record:

1. **Merchant of Record Designation:** Dodo Payments Inc. is the authorized merchant and legal reseller for all paid digital orders of KLANG Pro. On your credit card or bank billing statement, the charge will appear as `DODO* KLANG` or `DODOPAYMENTS`.
2. **Tax Compliance:** Dodo Payments acts as the tax collector and remitter of record, managing applicable Value Added Tax (VAT), Goods and Services Tax (GST), and provincial/state sales taxes across all supported countries.
3. **PCI Security Standards:** Dodo Payments maintains full PCI-DSS Level 1 compliance. All credit card, Apple Pay, and digital wallet data is handled directly within secure tokenized payment vaults.

## 3. PRODUCT CATALOG AND PRICING TRANSPARENCY

All pricing is published transparently on our official website without hidden subscriptions or recurring fees:

| Software Tier | Retail Pricing | License Nature | Machine Activations | Scope of Use |
|---|---|---|---|---|
| **KLANG Free** | **$0.00** | Free Evaluation | Unlimited | Up to 2,500 local audio samples indexed. Full offline neural & keyword search. |
| **KLANG Pro** | **$39.00 USD** *(one-time)* | Perpetual Commercial | **Strictly 1 Device** | Unlimited local audio indexing, Vital synthesizer patch search, commercial use. |

*Promotional or early-bird introductory pricing (e.g. $24.00 USD) may be made available to waitlist registrants during promotional launch windows.*

## 4. PRODUCT FULFILLMENT AND DELIVERY PIPELINE

- **Delivery Model:** 100% digital, electronic software delivery via secure automated email.

- **Fulfillment Window:** Immediately upon automated payment confirmation (typically under 60 seconds).
- **Deliverables:**
  1. Official electronic order confirmation and VAT/sales tax invoice issued by Dodo Payments Inc.;
  2. Cryptographically signed KLANG Pro perpetual license key;
  3. Direct installer download links for supported operating systems (Windows 64-bit `.msi` and macOS Apple Silicon `.dmg`).

## 5. CUSTOMER SERVICE, SUPPORT SLA, AND INQUIRIES

VIGAM Labs is committed to providing prompt and responsive technical assistance to all evaluated users and verified license holders:

- **Central Customer Support Email:** klang.help@outlook.com
- **Scope of Support:** License key activation issues, software installation troubleshooting, feature queries, and technical inquiries.
- **Support Response Service Level Agreement (SLA):** All incoming support tickets are acknowledged and addressed within **two (2) to four (4) business days** (Monday through Friday, excluding statutory public holidays).
- **Payment & Invoice Inquiries:** Inquiries regarding credit card charges, tax invoices, or payment methods may also be directed to Dodo Payments at support@dodopayments.com.

## 6. SYSTEM REQUIREMENTS AND COMPATIBILITY

KLANG is designed for high-performance audio processing with zero cloud reliance. Users must verify hardware compatibility before purchasing:

- **Windows:** Windows 10 or Windows 11 (64-bit required; x86_64 architecture).
- **macOS:** macOS 14 Sonoma or later, executing natively on Apple Silicon (M1, M2, M3, M4 or newer). Intel-based Mac architectures are not supported.
- **Hardware:** Minimum 4 GB RAM (8 GB recommended), 500 MB free disk space for engine installation, plus local storage for user audio sample libraries.
- **DAW Compatibility:** Fully compatible with all Digital Audio Workstations supporting external file drag-and-drop (Ableton Live, FL Studio, Reaper, Cubase, Studio One, Bitwig, Logic Pro).

## 7. MERCHANT COMPLIANCE VERIFICATION CHECKLIST

| Compliance Standard | Published Implementation | Status |
|---|---|---|
| **Public Storefront** | Publicly accessible at `https://klang-website-expq.vercel.app/` | **Verified** |
| **Published Contact Channel** | Direct monitored contact channel: `klang.help@outlook.com` | **Verified** |
| **Clear Pricing & Terms** | Transparent one-time perpetual pricing ($39 Pro) | **Verified** |
| **Merchant of Record Disclosed** | Dodo Payments Inc. explicitly named on storefront and legal contracts | **Verified** |
| **Terms of Service & EULA** | Legally binding terms governing single-device perpetual license | **Verified** |
| **Privacy Policy** | Comprehensive GDPR, CCPA, and Indian DPDP disclosures | **Verified** |
| **Refund & Delivery Policy** | Strict final-sale policy based on prior free evaluation access | **Verified** |
| **Customer Support SLA** | Published SLA turnaround of 2 to 4 business days | **Verified** |