REFUND AND CANCELLATION POLICY

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

1. GENERAL PRINCIPLE AND STRICT NO-REFUND POLICY

VIGAM Labs provides specialized digital audio software engineered for music production, digital signal processing (DSP), and offline sample organization.

ALL PURCHASES OF KLANG PRO DIGITAL SOFTWARE LICENSES ARE STRICTLY FINAL, BINDING, AND NON-REFUNDABLE.

Because VIGAM Labs provides an unrestricted **KLANG Free** evaluation version that allows any prospective customer to download, install, test, and evaluate the Software—including its local indexing speed, DAW drag-and-drop compatibility, audio search accuracy, and system resource footprint—free of charge prior to purchasing a Pro license, our sales are conducted on a firm, non-returnable basis.

By placing an order for a KLANG Pro license via our Merchant of Record (**Dodo Payments Inc.**), you expressly acknowledge and agree that:

1. You have had adequate opportunity to evaluate the Free version of KLANG on your designated computer hardware;
2. Digital software licenses are digital goods that are delivered immediately upon checkout;
3. You waive any discretionary right of withdrawal or return once the digital license key has been generated and dispatched.

2. NON-WAIVABLE STATUTORY RIGHTS EXCEPTION

Nothing in this Policy is intended to limit, exclude, or disclaim any statutory consumer rights that cannot be lawfully waived or modified under the mandatory consumer protection laws of your jurisdiction.

- **European Union & United Kingdom Consumers:** Under applicable European Union and United Kingdom consumer law, consumers generally have a 14-day statutory right to cancel off-premises and distance contracts. However, for digital content supplied immediately via download or email, this cancellation right does not apply if you have consented to immediate supply during checkout and acknowledged that you thereby lose your statutory right of withdrawal.
- **Defective Digital Content:** In jurisdictions where mandatory consumer laws require a remedy for digital products that fail to meet statutory conformity or are materially defective upon delivery, VIGAM Labs provides the technical remedies set forth in Section 3 below.

3. ELECTRONIC DELIVERY AND TECHNICAL DEFECT REMEDIES

3.1 Digital Fulfillment Guarantee

KLANG Pro license keys and installer links are electronically delivered to the email address entered during checkout. Electronic delivery typically occurs within seconds, and at most within fifteen (15) minutes of checkout completion.

If you have completed checkout but have not received your license key within two (2) hours:

1. Check your spam, junk, or promotional email filters;
2. Contact our support team at klang.help@outlook.com with your order transaction ID, date of purchase, and checkout email address.

3. Our team will verify order completion with Dodo Payments and manually re-issue your license key.

3.2 Technical License Activation Remedies

If an electronically delivered license key is cryptographically corrupted, invalid, or fails to activate the Software on an eligible computer environment meeting our published minimum system requirements (Windows 10/11 64-bit or macOS 14+ Apple Silicon):

1. You must report the issue to klang.help@outlook.com within fourteen (14) calendar days of purchase;
2. Our engineering team will investigate and provide an active replacement key or technical fix within our standard support response SLA of **2 to 4 business days**;
3. If VIGAM Labs determines in its sole discretion that a verified technical failure on our licensing server prevents your license from activating, and our team cannot resolve the failure within seven (7) business days, VIGAM Labs will authorize our Merchant of Record to issue a full refund.

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4. SUBSCRIPTION CANCELLATION (NOT APPLICABLE)

KLANG Pro is sold strictly as a **one-time perpetual digital license**.

- There are no recurring subscriptions, automatic monthly/annual renewals, or unexpected recurring fees.
- Because there are no recurring subscription billings, there is no recurring subscription cancellation process. Your license remains valid perpetually on your activated machine.

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5. SALES TAX AND VAT REFUND INQUIRIES

All indirect taxes (such as Sales Tax, Goods and Services Tax (GST), or Value Added Tax (VAT)) are assessed, collected, and remitted directly by our authorized Merchant of Record, **Dodo Payments Inc.**:

- If you are a registered business entity holding a valid tax exemption certificate or VAT registration ID and were charged indirect tax in error, you must submit your tax exemption documentation directly to Dodo Payments within **sixty (60) calendar days** of the transaction date.
- Upon verification of your statutory tax credentials, Dodo Payments will remit the applicable tax refund directly to your original payment card.

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6. DISPUTE RESOLUTION AND CHARGEBACK PROTECTION

We strongly urge customers to contact us directly at klang.help@outlook.com prior to initiating any payment dispute or chargeback with their bank, credit card issuer, or PayPal.

- Initiating an unsubstantiated chargeback or fraudulent payment dispute without first contacting support constitutes a breach of our Terms of Service.
- In the event of a disputed or reversed transaction, the associated KLANG Pro license key will be permanently deactivated and blacklisted on our licensing servers.
- VIGAM Labs and Dodo Payments reserve the right to contest fraudulent chargebacks and submit evidence of digital order fulfillment, license dispatch, and software delivery.

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7. CONTACT INFORMATION

For any questions regarding this Refund and Cancellation Policy, or for assistance with license key delivery:

VIGAM Labs
Principal Location: Bengaluru, Karnataka, India
Support & Customer Service: klang.help@outlook.com
Website: https://klang-website-expq.vercel.app/
Target Support Response Time: **2 to 4 business days**

Merchant of Record (Payment & Billing Support):
Dodo Payments Inc.
228 Park Ave S, PMB 54407, New York, NY 10003, USA
Billing Inquiries: support@dodopayments.com

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