

# REFUND POLICY

Balaur Data Extractor · Balaur Data · Springwood, Queensland, Australia

Effective Date: April 2026 · Last Updated: April 2026

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## 1. Overview

This Refund Policy applies to all subscriptions to Balaur Data Extractor purchased through Paddle (desktop), the Apple App Store (iOS), or the Google Play Store (Android), operated by Balaur Data, Springwood, Queensland, Australia. By purchasing a subscription, you agree to this Refund Policy.

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## 2. No Free Trial

Balaur Data Extractor does not offer a free trial period. All subscriptions require payment at the time of purchase. This policy exists to ensure the integrity of our subscription model and to prevent short-term or seasonal use without fair compensation.

Instead, we offer a 7-day money-back guarantee as described in Section 3, which provides meaningful protection for genuine subscribers while ensuring the product is used fairly.

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## 3. 7-Day Money-Back Guarantee

If you purchase a subscription to Balaur Data Extractor and the Software does not perform as described on our website within 7 days of your first payment, you may request a full refund of your first month's subscription fee.

To be eligible for a money-back refund, all of the following must apply:

- Your refund request must be submitted within 7 days of your first subscription payment.
- You must contact us at [balaurdataextractor@gmail.com](mailto:balaurdataextractor@gmail.com) with a description of the issue you experienced.
- The issue must relate to the Software not functioning as described — not a change of mind, seasonal use, or dissatisfaction with a feature that is working as intended.
- You must not have previously received a refund for the same product.

*The 7-day money-back guarantee applies to the first billing period only. It does not apply to subsequent renewals. It is not a free trial and is not intended to allow short-term or once-off use of the Software.*

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## 4. No Refunds After 7 Days

After the 7-day money-back period has elapsed, we do not provide refunds for any reason other than those required by Australian Consumer Law (see Section 6). This includes but is not limited to:

- Change of mind.
- Seasonal, occasional, or once-off use (e.g. using the Software only at tax time).
- Failure to cancel before a renewal date.
- Dissatisfaction with a feature that is working as described.
- Switching to a different product or service.
- Reduced usage of the Software.

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## 5. Cancellation Policy

You may cancel your subscription at any time through your Paddle account (desktop) or through your App Store / Play Store subscription settings (mobile). Cancellation stops future billing but does not entitle you to a refund for the current billing period. Your access to the Software continues until the end of the paid billing period.

## 6. Australian Consumer Law

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Our Software comes with consumer guarantees under the *Competition and Consumer Act 2010* (Cth) (Australian Consumer Law, "ACL") that cannot be excluded by this policy. If the Software has a major failure — meaning it cannot be fixed within a reasonable time, or it is significantly different from what was described — you are entitled to a remedy under the ACL, which may include a refund.

To request a remedy under Australian Consumer Law, contact us at [balaurdataextractor@gmail.com](mailto:balaurdataextractor@gmail.com) with full details of the issue. We will respond within 5 business days.

## 7. Duplicate Charges and Billing Errors

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If you have been charged in error — including duplicate charges or charges after cancellation — contact us immediately at [balaurdataextractor@gmail.com](mailto:balaurdataextractor@gmail.com). We will investigate and resolve any legitimate billing errors promptly, including issuing a refund where appropriate.

## 8. App Store and Play Store Refunds

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For subscriptions purchased through the Apple App Store or Google Play Store, refunds are processed by Apple or Google respectively in accordance with their own refund policies. Balaur Data has no control over refund decisions made by Apple or Google. To request a refund for an App Store or Play Store purchase, contact Apple or Google directly through their respective support channels.

## 9. How to Request a Refund

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To request a refund under this policy, please contact us:

### **Balaur Data**

Email: [balaurdataextractor@gmail.com](mailto:balaurdataextractor@gmail.com)

Website: [balaurdataextractor.com](http://balaurdataextractor.com)

Please include your name, email address used for purchase, order or transaction reference number, date of purchase, and a description of the issue. We will respond within 5 business days.

## 10. Changes to This Policy

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We reserve the right to update this Refund Policy at any time. The current version will always be available at [balaurdataextractor.com](http://balaurdataextractor.com). Continued use of the Software after a change constitutes acceptance of the updated policy.

*This Refund Policy was prepared with reference to the Competition and Consumer Act 2010 (Cth) (Australian Consumer Law) and applicable Queensland consumer protection law. This document does not constitute legal advice.*