

KEVAL SOUND Digital Delivery & Fulfillment Policy

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This Digital Delivery & Fulfillment Policy explains how KEVAL SOUND delivers digital products and services after payment, including KEVAL RADIO access, sample access, exclusive sample downloads, exclusive music purchases, license certificates, WAV downloads, invoices, receipts, and custom or enterprise deliveries.

For this Policy, "KEVAL SOUND", "we", "us", and "our" means KEVAL SOUND, a sole proprietorship operating under the registered business name KEVAL SOUND in India, with registered business address at 1ST CROSS, HORAPET, AZAD NAGAR, CHITRADURGA, KARNATAKA, 577501. Our GSTIN is 29ACWPZ8257G1ZD.

Contact details:

- Support email: support@kevalsound.com.
- Privacy email: privacy@kevalsound.com.
- Business address: 1ST CROSS, HORAPET, AZAD NAGAR, CHITRADURGA, KARNATAKA, 577501.

This Policy forms part of our website terms and should be read together with our Terms of Service, Privacy Policy, Refund & Cancellation Policy, license certificates, checkout terms, subscription terms, and any product-specific terms shown at checkout.

1. Quick Summary

KEVAL SOUND delivers digital products and digital services online. We do not ship physical products.

In general:

- KEVAL RADIO subscription access is usually activated instantly after successful payment confirmation.
- Sample subscription or sample marketplace access is usually activated instantly after successful payment confirmation.
- Purchased sample files are usually made available instantly after successful checkout.
- Exclusive music purchases are fulfilled after successful checkout by locking the asset, generating or attaching a license certificate, and making the purchased file available in the buyer's account.
- WAV downloads, sample downloads, license certificates, and account library access are provided digitally.
- Stripe or the applicable payment provider may send receipts or payment confirmations after successful payment.
- Failed, pending, incomplete, disputed, high-risk, or delayed payments may delay or block fulfillment.
- Custom, enterprise, bulk licensing, manual rights clearance, or special delivery orders follow the timeline stated in the written quote, order form, statement of work, invoice, or support confirmation.

2. What Counts as Successful Payment

Fulfillment begins only after KEVAL SOUND receives confirmation that payment has succeeded or that the applicable subscription, purchase, or order is active.

Successful payment may be confirmed through Stripe or another payment provider using events such as successful checkout completion, successful payment confirmation, successful invoice payment, or another final payment status.

A payment is not considered successfully completed merely because:

- You clicked a checkout button.
- You reached a payment page.
- You were redirected to a success or return page.
- Your bank or wallet shows a pending authorization.
- Your payment method is still processing.
- Your payment requires additional authentication.
- Your subscription is incomplete, unpaid, past due, or under review.

If payment is pending, delayed, failed, incomplete, under fraud review, disputed, or reversed, delivery may be delayed, suspended, cancelled, or revoked.

3. Delivery Channels

KEVAL SOUND may deliver digital products and services through one or more of the following:

- Your KEVAL SOUND account.
- Your account library.
- A secure download link.
- A license certificate page or downloadable PDF.
- A Stripe receipt, invoice, or payment confirmation.
- An email sent to your registered account email address.
- A dashboard, subscription entitlement, streaming entitlement, or in-app access state.
- A support email for manual, custom, enterprise, or exceptional delivery cases.

You may need to log in to the correct account to access your purchases, subscriptions, downloads, and license certificates.

4. KEVAL RADIO Access

KEVAL RADIO is a digital subscription service.

After successful payment confirmation:

- KEVAL RADIO access is usually activated instantly.
- Your account should show an active subscription or listening entitlement.
- You should be able to access eligible KEVAL RADIO stations, streamable songs, KEVAL Player features, and other plan features available under your subscription.

In most cases, access becomes available within a few minutes after payment succeeds. Delivery may take longer if payment confirmation is delayed, authentication is required, the subscription is under review, account setup is incomplete, or a technical issue occurs.

KEVAL RADIO access does not include commercial usage rights, ownership, WAV downloads, sample downloads, source masters, or rights to use streamed music in content unless separately purchased and licensed.

5. Sample Subscription or Sample Marketplace Access

Sample subscriptions or sample access plans are digital access products.

After successful payment confirmation:

- Sample marketplace access is usually activated instantly.
- Your account should show the relevant sample plan or access entitlement.
- You may browse, preview, or access sample features included in your plan.

In most cases, access becomes available within a few minutes after payment succeeds. Delivery may take longer if payment confirmation is delayed, authentication is required, the subscription is under review, account setup is incomplete, or a technical issue occurs.

A sample subscription may unlock access to the sample marketplace, but it does not automatically grant ownership or usage rights in a specific sample unless the plan description or checkout terms clearly say otherwise.

6. Exclusive Sample Purchases

Exclusive sample purchases are fulfilled digitally.

After successful checkout:

- The purchased sample is usually added to your account library instantly.
- A secure download link is usually generated instantly.
- The sample file is usually made available in the file format shown at purchase.
- The sample may be removed, hidden, locked, or marked unavailable for future purchase by other users.
- Any applicable sample license or usage record may be generated or attached to your account.

In most cases, exclusive sample files are available within a few minutes after payment succeeds. Delivery may take longer if payment confirmation is delayed, file preparation is required, rights review is required, duplicate-purchase prevention is triggered, fraud review is triggered, or a technical issue occurs.

If the purchased sample cannot be delivered, contact support@kevalsound.com.

7. Exclusive Music Purchases

Exclusive music purchases are fulfilled digitally after successful checkout.

After successful checkout:

- The purchased song is locked from future purchase, removed from sale, hidden, disabled, or marked unavailable for future buyers.
- The purchased song is added to your account library.
- A license certificate is generated or attached to your purchase record.
- A WAV file or other purchased file format is made available for download, depending on the product page and license terms.
- Your account may show you as the owner, buyer, collector, or curator of the purchased song where owner display is part of the product.
- The asset may remain streamable through KEVAL RADIO or KEVAL Player if KEVAL SOUND retains the necessary streaming rights.

In most cases, license certificates and WAV downloads are available within a few minutes after payment succeeds. Delivery may take longer if payment confirmation is delayed, license generation is delayed, file preparation is required, rights review is required, duplicate-purchase prevention is triggered, fraud review is triggered, or a technical issue occurs.

8. License Certificates

License certificates are digital records that may confirm purchase details, buyer details, asset details, license ID, purchase date, usage rights, restrictions, and other license information.

After successful checkout for an eligible music or sample purchase:

- A license certificate is usually generated automatically.
- The certificate is usually available in your account library, purchase page, license page, or download area.
- The certificate may also be sent by email or made available through support if needed.

If automatic license generation fails, KEVAL SOUND may manually regenerate, correct, or issue the certificate after verification. Manual certificate handling may take additional time depending on payment confirmation, rights review, technical review, and support volume.

You are responsible for reviewing your license certificate before using a purchased asset in commercial, public, client, advertising, film, game, podcast, social media, or monetized content.

9. WAV Downloads and Other File Downloads

Music purchases may include WAV downloads or other file formats shown at checkout or in the product description.

After successful checkout:

- The purchased file is usually made available in your account library or download area.
- A secure download link may be generated.
- Download links may expire, be rate-limited, or require account login.
- If a download link expires, you may need to regenerate it or contact support.

KEVAL SOUND may provide WAV, MP3, FLAC, stems, loops, one-shots, sample packs, or other file formats depending on the purchased product. The available format is determined by the product page, checkout page, license certificate, or account library.

You are responsible for downloading and securely storing your purchased files and license certificates. We may provide continued account access, but we do not guarantee permanent re-download availability unless required by law or separately promised in writing.

10. Invoices, Receipts, and Payment Confirmations

After successful payment, Stripe or another payment provider may send a receipt, invoice, or payment confirmation to the email address used at checkout.

KEVAL SOUND may also show order details, invoice details, subscription details, license details, or purchase details in your account.

If you do not receive a receipt:

- Check the email address used at checkout.
- Check spam or promotions folders.
- Log in to your KEVAL SOUND account and check your billing or purchase area.
- Contact support@kevalsound.com with your account email, purchase date, amount, and payment reference.

11. Delivery Timeframes

Typical delivery timeframes are:

- KEVAL RADIO access: usually instant after successful payment confirmation.

- Sample subscription access: usually instant after successful payment confirmation.
- Exclusive sample purchase download: usually instant or within a few minutes after successful checkout.
- Exclusive music license certificate: usually instant or within a few minutes after successful checkout.
- Exclusive music WAV download: usually instant or within a few minutes after successful checkout.
- Stripe receipt or payment confirmation: usually sent shortly after successful payment, subject to Stripe and email delivery.
- Manual license correction or regeneration: usually handled after verification and support review.
- Custom, enterprise, or bulk orders: delivered according to the written timeline in the applicable quote, invoice, order form, statement of work, or support confirmation.

These timeframes are estimates, not guarantees. Delivery may be delayed by payment processing, fraud review, rights review, file preparation, account verification, tax review, support volume, CDN issues, storage issues, email delivery issues, internet outages, maintenance, or events outside our control.

12. Custom, Enterprise, Bulk, or Manual Orders

Custom, enterprise, bulk licensing, manual curation, custom catalog access, special delivery, offline agreements, custom rights clearance, or agency/team arrangements may require manual fulfillment.

For custom or enterprise orders:

- Delivery timelines will be stated in the written proposal, quote, invoice, order form, statement of work, or support confirmation.
- If no timeline is stated, we will provide an estimated delivery timeline after confirming the scope, payment status, rights requirements, and delivery requirements.
- Typical timelines may vary from a few business days to several weeks depending on catalog size, rights clearance, file preparation, custom licensing, enterprise onboarding, security review, tax review, or support coordination.
- Custom delivery may include account provisioning, bulk license records, custom invoices, curated music lists, custom file packages, team access, enterprise dashboards, or other deliverables described in writing.

Custom or enterprise delivery is not considered late if we are waiting for customer information, payment confirmation, rights confirmation, tax details, technical requirements, contract approval, or other required inputs from the customer.

13. Delays, Reviews, and Exceptions

Delivery may be delayed, held, or manually reviewed if:

- Payment is pending, failed, incomplete, delayed, disputed, reversed, or requires authentication.
- Stripe or another payment provider flags the payment for review.
- Fraud, abuse, chargeback, duplicate-purchase, or account-security checks are triggered.
- Two users attempt to purchase the same exclusive asset at nearly the same time.
- Rights clearance, ownership, licensing, metadata, or file integrity needs review.
- Tax, GST, invoice, or payout-related verification is required.
- File storage, CDN, media gateway, database, account, email, or download systems are temporarily unavailable.
- We are required to delay or refuse fulfillment by law, court order, rights holder request, payment rule, platform policy, or service provider rule.

If fulfillment is delayed, we may contact you through your account email or support channel.

14. Failed Payments and Pending Authorizations

If payment fails, the order is not fulfilled.

If payment is pending or incomplete:

- KEVAL RADIO access may not activate.
- Sample access may not activate.
- Exclusive assets may not be locked or delivered.
- License certificates may not be issued.
- Download links may not be generated.

Sometimes a bank, card issuer, wallet, UPI provider, or payment method provider may show a pending authorization even when payment has not succeeded. Pending authorizations are usually released by the payment provider or bank according to their own timelines. KEVAL SOUND does not control bank release timelines.

If your bank statement shows a completed charge but your KEVAL SOUND account does not show access or delivery, contact support@kevalsound.com.

15. Duplicate Purchase Prevention

Because KEVAL SOUND sells exclusive music and exclusive samples, the platform must prevent the same exclusive asset from being purchased by more than one buyer.

During checkout, KEVAL SOUND may reserve, lock, or check an asset's availability. After successful payment, the asset may be permanently locked from future purchase according to the license terms.

If two users attempt to purchase the same exclusive asset at nearly the same time:

- Final entitlement is determined by KEVAL SOUND's payment records, order records, asset-locking records, fraud review, and license records.
- A failed or incomplete payment does not guarantee ownership.
- If duplicate successful payments occur due to a technical issue, KEVAL SOUND will review the records and may refund the duplicate buyer according to the Refund & Cancellation Policy.

16. Customer Responsibilities

You are responsible for:

- Creating or logging into the correct KEVAL SOUND account.
- Providing an accurate email address.
- Ensuring your payment is successful.
- Reviewing the product description before purchase.
- Reviewing the license certificate before using purchased assets.
- Downloading and securely storing purchased files.
- Keeping backup copies of purchased files and license certificates.
- Not sharing download links, account access, raw files, license certificates, or restricted assets with unauthorized parties.
- Contacting support promptly if delivery fails or if a purchased file appears incorrect or corrupted.

We are not responsible for delivery problems caused by incorrect email addresses, customer device issues, unsupported software, browser restrictions, account sharing, lost credentials, deleted emails, customer-side network issues, or failure to download and store files after delivery.

17. What to Do If Delivery Fails

If you paid successfully but did not receive access, download links, or a license certificate, contact support@kevalsound.com.

Include:

- Your account email address.
- Your full name or display name.
- Product or subscription name.
- Purchase date.
- Amount paid.
- Stripe receipt, invoice, payment ID, UPI reference, card statement screenshot, or bank evidence if available.
- A screenshot or description of the delivery issue.

We may verify payment status, account ownership, fraud status, license records, file availability, and order status before restoring access, generating a download link, issuing a license certificate, or approving another remedy.

18. Remedies for Delivery Problems

If a delivery issue is caused by KEVAL SOUND and we verify successful payment, we may provide one or more of the following remedies:

- Activate subscription access.
- Restore account library access.
- Regenerate a download link.
- Re-deliver a file.
- Replace a corrupted or incorrect file.
- Generate or correct a license certificate.
- Provide manual support.
- Extend access where appropriate.
- Provide a refund or cancellation remedy under the Refund & Cancellation Policy where delivery cannot reasonably be completed.

We may first try to fix the issue before approving a refund.

19. Digital-Only Delivery and No Physical Shipping

KEVAL SOUND provides digital products and digital services only unless a separate written agreement says otherwise.

We do not ship physical CDs, USB drives, printed certificates, printed invoices, hardware, merchandise, or physical goods as part of standard KEVAL SOUND purchases or subscriptions.

Any physical delivery, if ever offered, will be subject to separate shipping terms shown at checkout or agreed in writing.

20. No Waiver of Consumer Rights

Nothing in this Policy limits any non-waivable rights you may have under applicable consumer protection, e-commerce, payment, or data protection law.

If applicable law gives you a mandatory delivery, refund, cancellation, chargeback, or consumer remedy that cannot be waived, that legal right will apply.

21. Changes to This Policy

We may update this Digital Delivery & Fulfillment Policy from time to time. If we make material changes, we may notify users by posting the updated Policy on our website, updating the "Last updated" date, sending an email, or providing an in-app notice.

The policy in effect at the time of purchase generally applies to that purchase, unless a later policy is more favorable to you or applicable law requires otherwise.

22. Contact Us

For delivery, fulfillment, access, download, license certificate, payment, or subscription questions, contact:

- Registered business name: KEVAL SOUND.
- Business address: 1ST CROSS, HORAPET, AZAD NAGAR, CHITRADURGA, KARNATAKA, 577501.
- GSTIN: 29ACWPZ8257G1ZD.
- Support email: support@kevalsound.com.
- Privacy email: privacy@kevalsound.com.