

KEVAL SOUND Refund & Cancellation Policy

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This Refund & Cancellation Policy explains how refunds, cancellations, duplicate charges, failed payments, subscription cancellations, annual plan cancellations, digital downloads, exclusive licenses, samples, and related payment issues are handled by KEVAL SOUND.

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, license certificates, checkout terms, subscription terms, and any product-specific terms shown at checkout.

1. Quick Summary

KEVAL SOUND sells digital music, digital samples, subscriptions, license certificates, and related digital services. Because these products are digital and may be delivered instantly, refunds are limited once access, download, streaming, or license delivery has started.

In general:

- You can cancel subscriptions anytime to stop future renewals.
- Cancelling a subscription does not automatically refund charges already paid.
- Monthly and annual plans normally remain active until the end of the paid billing period after cancellation.
- Digital downloads are generally non-refundable after the file has been delivered, downloaded, accessed, or made available in your account.
- Exclusive music licenses are generally non-refundable after the asset has been locked from sale, the license certificate has been issued, or the file has been delivered.
- Exclusive samples are generally non-refundable after access, preview, purchase, download, or license delivery.
- Duplicate charges and confirmed payment errors are eligible for refund after verification.
- Failed payments that did not result in a successful charge do not require a refund, but your bank or payment method provider may take time to release pending authorizations.
- Nothing in this Policy limits any non-waivable rights you may have under applicable consumer protection, payment, or e-commerce law.

2. Products Covered by This Policy

This Policy applies to:

- KEVAL RADIO subscriptions.
- Sample subscriptions or sample access plans.
- Monthly subscription plans.
- Annual subscription plans.
- Exclusive music purchases.
- Exclusive music license certificates.
- Digital WAV, MP3, FLAC, stem, loop, one-shot, sample pack, or other downloadable files.
- Exclusive sample purchases.
- Digital delivery, account library access, secure download links, and license records.
- Duplicate payments, failed payments, chargebacks, and payment disputes.

If a separate written agreement, enterprise contract, custom license, or product-specific checkout term says something different, the more specific written term controls for that specific purchase.

3. Cancel Anytime

KEVAL SOUND subscriptions are designed to be cancel-anytime subscriptions.

"Cancel anytime" means:

- You may cancel your subscription at any time through the available account tools or by contacting support@kevalsound.com.
- Cancellation stops future renewal charges.
- Cancellation does not automatically refund the current paid billing period.
- Unless the checkout page or applicable law says otherwise, you may continue using the paid subscription until the end of the current billing period.
- We do not charge a separate cancellation fee for cancelling a subscription.

"Cancel anytime" does not mean that every past charge is refundable. It means you can stop future renewals without a separate cancellation penalty.

4. How to Cancel a Subscription

You can request cancellation by:

- Using the subscription or billing controls in your KEVAL SOUND account, if available.
- Using a Stripe-hosted customer portal link, if we provide one.
- Emailing support@kevalsound.com from your registered account email address.

When requesting cancellation by email, include:

- Your account email address.
- Your full name or display name.
- Subscription type, such as KEVAL RADIO or sample plan.
- Order ID, invoice ID, or Stripe receipt, if available.
- A short statement that you want to cancel future renewals.

We may ask you to verify account ownership before processing a cancellation request.

5. Monthly Subscription Plans

Monthly subscriptions may include KEVAL RADIO, sample access, or other recurring plans.

For monthly subscriptions:

- You may cancel anytime before the next renewal date.
- If you cancel before renewal, you will not be charged for the next billing cycle.
- Your access normally continues until the end of the paid monthly billing period.
- We generally do not provide prorated refunds for unused days in a monthly billing period.
- If you forget to cancel before renewal and the renewal payment succeeds, the renewal charge is generally not refundable unless required by law or approved under this Policy.

Refunds may be considered if:

- You were charged twice for the same subscription period.
- A payment was taken due to a technical error.
- You cancelled before renewal but were charged anyway due to a KEVAL SOUND or payment-processing error.
- You were unable to access the paid service due to a material issue caused by KEVAL SOUND and we could not reasonably fix it.
- Applicable law requires a refund.

6. Annual Subscription Plans

Annual subscriptions may offer a lower effective monthly price in exchange for a full-year commitment.

For annual plans:

- You may cancel anytime to stop the next annual renewal.
- Cancellation normally takes effect at the end of the current annual billing period.
- Your access normally continues until the end of the paid annual term.
- We generally do not provide prorated refunds for unused months in an annual plan.
- Switching from annual to monthly does not automatically create a refund for the remaining annual term unless we separately approve it or applicable law requires it.

Annual plan refunds may be considered if:

- You were charged twice for the same annual plan.
- You were charged for the wrong plan.
- You cancelled before renewal but were charged due to a KEVAL SOUND or payment-processing error.
- The annual plan was purchased because of a clear pricing, checkout, or product-description error caused by KEVAL SOUND.
- A material service failure prevents reasonable use of the paid annual subscription and we cannot reasonably restore access.
- Applicable law requires a refund.

7. KEVAL RADIO Cancellation and Refunds

KEVAL RADIO provides listening access to streamable music, curated radio experiences, KEVAL Player features, and other listener features available under the plan.

KEVAL RADIO cancellation:

- You may cancel anytime.
- Cancellation stops future renewals.
- Access normally continues until the end of the current paid billing period.
- Cancellation does not grant ownership, downloads, commercial usage rights, or rights to use streamed music in content.

KEVAL RADIO refunds are generally not available after:

- The subscription period has started.
- You have streamed music.
- You have used KEVAL RADIO, stations, playlists, KEVAL Player, or other subscription features.

Refunds may be considered for duplicate charges, payment errors, non-delivery of access, material service failure caused by KEVAL SOUND, or where required by law.

8. Sample Subscription Cancellation and Refunds

Sample plans may provide access to browse, preview, or purchase exclusive samples.

Sample subscription cancellation:

- You may cancel anytime.
- Cancellation stops future renewals.
- Access normally continues until the end of the current paid billing period.
- Cancellation does not automatically refund the current paid period.

Sample subscription refunds are generally not available after:

- Sample marketplace access has started.
- You have previewed, accessed, purchased, or downloaded samples.
- The paid billing period has started and the service has been available to you.

Refunds may be considered for duplicate charges, payment errors, non-delivery of access, material service failure caused by KEVAL SOUND, or where required by law.

9. Digital Downloads

Digital downloads include WAV files, MP3 files, FLAC files, stems, loops, one-shots, sample files, sample packs, license PDFs, and other downloadable digital assets.

Digital downloads are generally non-refundable once:

- The download link has been generated and made available to your account.
- The file has been downloaded.
- The file has been accessed, streamed, previewed beyond the free preview scope, or delivered.
- A license certificate has been issued.
- The purchased asset has been added to your library.

Refunds for digital downloads may be considered if:

- The file was not delivered.
- The file is corrupted and we cannot provide a working replacement.

- The wrong file was delivered and we cannot correct the issue.
- You were charged twice for the same item.
- A payment was taken by mistake.
- A rights-clearance issue prevents us from providing the license we sold.
- Applicable law requires a refund.

If we approve a refund for a digital download, we may revoke download access, disable the license certificate, remove the item from your library, and require that you stop using the file.

10. Exclusive Music Licenses

Exclusive music purchases are different from ordinary digital downloads because the purchased asset may be locked, removed, hidden, or marked unavailable for other buyers after successful checkout.

Exclusive music licenses are generally non-refundable once any of the following occurs:

- The asset has been locked from future purchase.
- The license certificate has been issued.
- The file has been delivered, downloaded, or made available.
- The buyer has been displayed as owner, buyer, collector, or curator.
- The asset has been removed from public purchase availability.

Refunds for exclusive music licenses may be considered if:

- You were charged twice for the same license.
- A payment was taken in error.
- The purchased file cannot be delivered and we cannot provide a replacement.
- The license certificate cannot be generated and we cannot reasonably fix it.
- KEVAL SOUND cannot provide the usage rights described at checkout.
- A rights-clearance issue prevents valid delivery of the license.
- Applicable law requires a refund.

If an exclusive music license is refunded:

- The license may be cancelled, revoked, or marked refunded.
- You must stop using the music in new projects.
- You may lose download access.
- Your owner, buyer, collector, or curator display may be removed or changed.
- The asset may be returned to available status if legally and technically appropriate.
- Any related owner monetization, stream earnings, or payout eligibility may be adjusted, withheld, reversed, or cancelled.

If you have already used the music in public, commercial, client, advertising, film, game, podcast, social media, or other content, contact support before requesting a refund because additional rights and takedown issues may apply.

11. Exclusive Samples

Exclusive samples may be removed from public listing, hidden, or made unavailable to other buyers after purchase.

Exclusive sample purchases are generally non-refundable once:

- The sample has been purchased.
- The sample has been removed from public listing.
- The sample has been previewed beyond the free preview scope.
- The file has been downloaded, accessed, or delivered.
- The sample license or usage rights have been issued.

Refunds for exclusive samples may be considered if:

- You were charged twice for the same sample.
- A payment was taken in error.
- The file cannot be delivered and we cannot provide a working replacement.
- The file is materially defective and we cannot correct or replace it.
- The wrong sample was delivered and we cannot correct the issue.
- KEVAL SOUND cannot provide the usage rights described at checkout.
- Applicable law requires a refund.

If an exclusive sample purchase is refunded:

- Your license or usage rights may be revoked.
- You must stop using the sample in new productions.
- Download access may be removed.
- The sample may be returned to available status if legally and technically appropriate.

12. Failed Payments, Pending Authorizations, and Incomplete Checkouts

A failed payment is not the same as a successful charge.

If a payment fails:

- Your purchase or subscription may not activate.
- The asset may remain available for purchase by others.
- We may not issue a license certificate.
- We may not provide download access.
- No refund is required if no successful charge was captured.

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

If your bank statement shows a completed charge rather than a pending authorization, contact support@kevalsound.com with payment evidence so we can investigate.

13. Duplicate Charges and Payment Errors

Duplicate charges and confirmed payment errors are eligible for refund after verification.

Examples include:

- Two successful charges for the same order.
- Two successful subscription charges for the same billing period.

- A charge after a confirmed cancellation request made before renewal.
- A charge for the wrong plan or wrong amount due to a KEVAL SOUND checkout error.
- A successful charge where no purchase, subscription, license, or account entitlement was delivered.

To request a duplicate-charge review, email support@kevalsound.com with:

- Your account email.
- Date of charge.
- Amount charged.
- Last four digits of the payment method, if available.
- Stripe receipt, invoice, payment ID, UPI reference, card statement screenshot, or bank evidence.
- Order ID or subscription ID, if available.

If we confirm a duplicate charge, we will generally refund the duplicate payment to the original payment method through Stripe or the applicable payment provider.

14. Refund Method and Processing

Approved refunds are generally processed through Stripe or the applicable payment provider.

Refunds are usually returned to the original payment method used for the transaction. For example:

- Card payments are usually refunded to the original card.
- Wallet payments are usually refunded to the original wallet.
- Bank or UPI-related payments are usually handled through the original payment route where supported.

We generally cannot refund to a different card, bank account, wallet, or third-party account unless the payment provider allows it and applicable law permits it.

After KEVAL SOUND approves and initiates a refund, the time required for the money to appear in your account depends on Stripe, banks, card networks, wallets, UPI providers, and other payment method providers. KEVAL SOUND does not control external processing timelines.

Payment processing fees, currency conversion charges, bank charges, card issuer fees, wallet fees, foreign exchange differences, or taxes may not be refundable unless required by law or specifically refunded by the payment provider.

15. Chargebacks and Payment Disputes

If you believe a charge is incorrect, please contact support@kevalsound.com before filing a chargeback or payment dispute. This often allows us to resolve the issue faster.

If you file a chargeback or payment dispute:

- We may suspend download access, subscription access, license certificates, owner display, and payout eligibility while the dispute is reviewed.
- We may provide evidence to Stripe, banks, card networks, or payment providers.
- If the dispute is successful or payment is reversed, we may revoke the related purchase, license, subscription, access, owner display, and payout eligibility.
- If the dispute is rejected and the charge remains valid, your access may be restored if your account is otherwise in good standing.

Abusive, fraudulent, or repeated chargebacks may result in account restriction, purchase restrictions, payout holds, or account termination.

16. Refund Abuse and Fraud Prevention

We may deny refunds, restrict accounts, hold payouts, or terminate access if we believe a user is abusing refunds, cancellations, trials, coupons, chargebacks, payment methods, downloads, licenses, or exclusive asset purchase rules.

Examples of abuse include:

- Buying and downloading digital files, then requesting a refund without a valid reason.
- Buying exclusive assets to block availability for others, then repeatedly requesting refunds.
- Using chargebacks to avoid payment after receiving files or licenses.
- Creating multiple accounts to reuse trials, coupons, or promotions.
- Artificially manipulating streams or owner earnings.
- Providing false payment, tax, identity, or refund information.
- Sharing, reselling, or redistributing files after requesting a refund.

We may retain records needed to prevent fraud, resolve disputes, protect rights, comply with tax and payment rules, and enforce our Terms.

17. Promotions, Trials, Coupons, and Credits

Promotional pricing, free trials, coupons, credits, launch offers, and discounts may have special rules.

Unless the promotion states otherwise:

- Promotional purchases are subject to this Policy.
- Credits and coupons have no cash value.
- Expired coupons or credits cannot be refunded.
- Trial subscriptions must be cancelled before the trial converts into a paid plan to avoid a charge.
- If a trial conversion is clearly disclosed and you do not cancel before the trial ends, the resulting charge is generally not refundable.

We may cancel or refuse promotional benefits if we detect fraud, duplicate accounts, payment abuse, or misuse.

18. Service Outages and Technical Issues

Temporary service interruptions, maintenance, playback issues, CDN issues, search issues, account bugs, or download delays do not automatically qualify for refunds.

We may consider refunds, credits, extensions, or other remedies if:

- A material service failure caused by KEVAL SOUND prevents reasonable use of a paid subscription for a substantial period.
- A purchased file cannot be delivered after reasonable support attempts.
- A license certificate cannot be generated after reasonable support attempts.
- A technical issue caused a duplicate charge or incorrect charge.

We may first try to fix the issue, replace the file, restore access, regenerate a license certificate, extend access, or provide account support before approving a refund.

19. Owner Monetization and Payout Adjustments

If a refunded purchase, cancelled subscription, chargeback, duplicate charge, failed payment, or payment reversal affects owner monetization, stream earnings, creator earnings, composer earnings, curator earnings, or payout eligibility, we may adjust related records.

This may include:

- Reversing earnings connected to refunded or disputed transactions.
- Holding payout balances during fraud, chargeback, rights, or payment review.
- Deducting refunded amounts from future earnings.
- Removing ineligible streams from payout calculations.
- Reversing owner display or asset ownership status when a license is refunded or revoked.

Estimated earnings are not guaranteed earnings. Refunds, chargebacks, fraud checks, tax rules, rights disputes, and payment reversals may reduce or reverse earnings.

20. Customer Responsibilities

Before purchasing or subscribing, you are responsible for reviewing:

- Product description.
- License type.
- Usage rights.
- Price.
- Currency.
- Taxes.
- Subscription billing period.
- Renewal terms.
- Cancellation rules.
- Download format.
- Compatibility with your intended use.

If you are unsure whether a song, sample, subscription, or license fits your intended use, contact support@kevalsound.com before purchasing.

21. How to Request a Refund

To request a refund, email support@kevalsound.com.

Your request should include:

- Account email address.
- Full name or display name.
- Order ID, invoice ID, payment ID, or Stripe receipt.
- Purchase date.
- Product or subscription name.
- Reason for refund request.
- Screenshots or evidence, if relevant.

We aim to review refund requests within a reasonable time. Some requests may take longer if they involve payment-provider review, bank confirmation, fraud review, rights review, license review, technical investigation, or duplicate-charge verification.

Submitting a request does not guarantee a refund. Refunds are approved or denied based on this Policy, our Terms of Service, the license terms, checkout terms, payment records, fraud review, and applicable law.

22. 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 refund, cancellation, chargeback, or consumer remedy that cannot be waived, that legal right will apply.

23. Changes to This Policy

We may update this Refund & Cancellation 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.

24. Contact Us

For refund, cancellation, 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.