

Pulsewave Refund Policy

This Refund Policy applies to purchases made from **Pulsewave Language Pty Ltd** through **pulsewave.dev** and **store.pulsewave.dev**.

Company: Pulsewave Language Pty Ltd

ABN: 86 696 377 947

Effective date: 16 April 2026

Contact: admin@pulsewave.dev

1. 30-Day Money-Back Guarantee

We offer a 30-day, no-questions-asked money-back guarantee on all purchases unless we expressly agree otherwise in writing.

If you request a refund within 30 days of your purchase date, we will refund the purchase price to your original payment method, subject to payment processor timing and technical limitations.

2. How to Request a Refund

To request a refund, email **admin@pulsewave.dev** within 30 days of the purchase date.

Please include enough information for us to identify the order, such as:

- your name
- the email address used for purchase
- your order number or transaction details

You do not need to explain why you want a refund in order to use this 30-day guarantee.

3. Scope of Refunds

This policy applies to Pulsewave digital products and services, including Anki-compatible decks and custom deck products, unless a different arrangement is clearly stated in writing before purchase.

If a product bundle or custom order includes both standard and custom components, we may issue a full or partial refund depending on the circumstances, the stage of work completed, and what is required by law.

4. Effect of a Refund

If we issue a refund, your licence to use the refunded product ends immediately.

After receiving a refund, you must stop using the refunded materials and must not retain, share, resell, publish, or continue using them.

5. Fraud, Abuse, and Payment Issues

We may delay, investigate, or refuse a refund request where we reasonably suspect fraud, payment reversal abuse, duplicate claims, unauthorised use, or other unlawful conduct.

We may also require reasonable information to verify the purchaser or confirm the order before processing a refund.

6. Australian Consumer Law

This Refund Policy is in addition to, and does not replace, restrict, or limit, any rights or remedies you may have under the Australian Consumer Law.

If a consumer guarantee applies and cannot be excluded by law, you may be entitled to a remedy such as a refund, repair, replacement, resupply, cancellation, or compensation, depending on the nature of the problem.

Nothing in this policy excludes or limits any non-excludable rights you may have under applicable law.

7. Contact

Questions about this Refund Policy or a refund request can be sent to admin@pulsewave.dev.