

Balaurl Data Extractor · Balaurl Data · Springwood, Queensland, Australia

REFUND POLICY

Effective Date: 23 October 2026 · Last Updated: 23 October 2026

1. Overview

This Refund Policy applies to subscriptions to Balaurl Data Extractor sold by Balaurl Data, a business carried on by a sole trader, ABN 15 531 693 710, of Springwood, Queensland, Australia. It covers monthly and annual subscriptions for the Android app, the Windows desktop app, the Desktop and Mobile Bundle and Business plans purchased through our Website, where Paddle processes the payment as Merchant of Record. It forms part of our Terms of Service.

2. Free Trial

We may offer a free trial of up to three days on request. Email balaurldataextractor@gmail.com and we will send you a discount code that makes your first subscription free. We cancel the trial subscription manually after the trial, so you are not charged, and trial access ends on day four. To keep using the Software, purchase a subscription. Trials are limited to one per person or business.

3. Monthly Plans: 7-Day Money-Back Guarantee

If the Software does not perform as described on our Website, you may request a full refund of your first monthly payment within 7 days of that payment. To be eligible:

- your request reaches us at balaurldataextractor@gmail.com within 7 days of your first payment;
- you describe the problem you experienced;
- the problem is that the Software does not work as described, not a change of mind, seasonal or one-off use, or dissatisfaction with a feature that works as intended;
- you have not already received a refund for the same product.

The guarantee applies to the first monthly payment only, not to later renewals, and it is not a free trial.

4. Annual Plans

Annual plans are priced at ten months for a year of access. Annual subscriptions are not refundable, in whole or in part, including for unused months, except where the Australian Consumer Law requires a remedy (section 6) or a billing error has occurred (section 7). If you cancel an annual subscription, it will not renew, and your access continues until the end of the year already paid. If you are unsure, start on a free trial or a monthly plan.

5. No Other Refunds

Apart from sections 3, 6 and 7, we do not give refunds, including for change of mind, seasonal or occasional use (for example only at tax time), forgetting to cancel before renewal, reduced use, switching to another product, or a feature working as described.

6. Australian Consumer Law

Our Software comes with guarantees under the Australian Consumer Law that cannot be excluded. If the Software has a major failure, for example it cannot be fixed within a reasonable time or is significantly different from its description, you are entitled to a remedy, which may include a refund, whether you are on a monthly or an annual plan. Contact us with details and we will respond within 5 business days.

7. Billing Errors

If you are charged in error, including a duplicate charge, a charge after cancellation, or a charge for a trial that should have ended, contact us straight away. We will investigate and refund any amount

charged in error.

8. Charges From Other Providers

Charges made by OCR.space, OpenAI, Anthropic or other providers for keys and accounts you hold with them are billed by those providers and are not refundable by us.

9. How to Request a Refund

Email balaaurdataextractor@gmail.com with your name, the email address used to purchase, your Paddle order or subscription reference, the date of purchase and a description of the issue. We will respond within 5 business days. Approved refunds are returned to the original payment method through Paddle.

10. Changes

We may update this Policy from time to time. The current version is always available at balaaurdataextractor.com. Changes do not affect a refund request already made.

11. Contact

Balaaur Data · ABN 15 531 693 710 · Springwood, Queensland, Australia

Email: balaaurdataextractor@gmail.com · Website: balaaurdataextractor.com

This Refund Policy was prepared with reference to the Competition and Consumer Act 2010 (Cth) (Australian Consumer Law). It does not constitute legal advice.