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

REFUND POLICY

Effective Date: 29 October 2026 · Last Updated: 2 November 2026

1. Overview

This Refund Policy applies to subscriptions to Balaur Data Extractor sold by Balaur Data, a business carried on by a sole trader, ABN 15 531 693 710, of Springwood, Queensland, Australia. It covers monthly and annual subscriptions at every plan level, for the Android app, the Windows desktop app or both, together with page packs and extra-page charges, purchased through our Website, where Paddle processes the payment as Merchant of Record. It forms part of our Terms of Service.

2. Free Trial

You can try the Software free for 5 pages or 1 day, whichever comes first, without a card, and the trial also includes one Talk 'n Tally entry. Start the trial in the Software with your email address and confirm it from the link we email you. Nothing is charged for the trial, and no subscription is created. When the trial ends, the Software locks; to keep using it, purchase a subscription. Each device and each email address may receive one free trial.

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 balaurdataextractor@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, page packs or extra-page charges, 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 or unused pages, except where the Australian Consumer Law requires a remedy (section 7) or a billing error has occurred (section 8). 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. Pages, Page Packs and Extra Pages

Each Talk 'n Tally entry saved to your results counts as one page, like any other page. Monthly page allowances that are not used do not carry over and are not refunded. Page packs do not expire and are not refundable once purchased, including pages left unused when a subscription ends. Extra pages on Pro and Team plans are charged for pages actually read, up to the monthly spending cap you set, and are not refundable once read. Each of these is subject to sections 7 and 8.

6. No Other Refunds

Apart from sections 3, 7 and 8, 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, a feature working as described, or being unable to use the Software without an internet connection (the Software needs one, as our Terms of Service explain).

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7. 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.

8. Billing Errors

If you are charged in error, including a duplicate charge, a charge after cancellation, pages counted in error, extra pages charged above the spending cap you set, or a page pack that was not added to your subscription, contact us straight away. We will investigate, and refund any amount charged in error or restore the pages.

9. Charges From Other Providers

Charges made by Anthropic or other providers for keys and accounts you hold with them are billed by those providers and are not refundable by us. Online text reading and Talk 'n Tally voice entry need no account of your own and have no separate charge.

10. How to Request a Refund

Email balaurdataextractor@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.

11. Changes

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

12. Contact

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

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

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