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Products: All PARADISE AUDIO S.R.O. products are bound by the terms of the User License Agreement. A copy of this agreement is also supplied within the zip file of all products purchased.

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Digital Delivery: All orders placed on the PARADISE AUDIO S.R.O. website are delivered digitally via the internet. They are not sent via post or delivered to the customer as tangible goods.

Taxes: You are responsible for paying any governmental taxes that may be imposed on your purchase.



Payments: Our order process is conducted by our online reseller [Paddle.com](https://paddle.com). [Paddle.com](https://paddle.com) is the Merchant of Record for all our orders. Paddle provides all customer service inquiries and handles returns.

Refund Policy:

All sales on WA Production are final. The issue of a refund is always made at the discretion of the WA Production staff. All decisions made by the WA Production staff are final.

PARADISE AUDIO S.R.O. will refund your full purchase price on orders where:

- Your bank / Paypal account was illegally charged (fraud)
- The delivered physical product is damaged
- The failure to deliver the product is caused solely by PARADISE AUDIO S.R.O..

PARADISE AUDIO S.R.O. reserves the right to refuse refund if any of the following conditions is met:

- The issued serial number has been issued, made available to the customer through the user account and used to authorize the software.
- The original physical packaging has been removed or tampered with
- The product has been physically damaged

PARADISE AUDIO S.R.O. does not refund products, which:

- Cannot be used by the customer due to hardware limitations
- Cannot be used by the customer due to software limitations
- Cannot be used by the customer due to insufficient knowledge / know-how

Eligibility: PARADISE AUDIO S.R.O. strongly advises checking what software and/or hardware is required to use the products and what are the minimum hardware requirements to use the software. Such information is always provided on the product pages. PARADISE AUDIO S.R.O. does not refund products which require other software to use (Digital Audio Workstation-specific libraries, Software Synth Preset Banks). The customer bears the responsibility to have knowledge required to use the product.

Contact our support staff at [info\[at\]waproduction.com](mailto:info@waproduction.com) if you feel you qualify for a refund.

We also highly recommend all customers back up their orders on an alternate / separate hard drive to protect against loss of products purchased from PARADISE AUDIO S.R.O.. In the unlikely event of a failed / broken hard drive PARADISE AUDIO S.R.O. will only replace download links for a previous order upon confirmation of the customers previous order and a copy of their purchase receipt. This is applicable to all orders made within a two year period, any purchases of a later date than two years will not be covered.

General

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