

DIMANDEM

RETURN & REFUND POLICY

Version: 1.0

Effective Date: July 8, 2026



1. Introduction

This Return & Refund Policy explains the conditions under which refunds may be requested for digital products purchased from Dimandem.

Dimandem provides digital music products, audio assets and licensing services. Due to the nature of digital products, returns and refunds are handled differently from physical goods.

By purchasing a Dimandem product, you acknowledge that you have reviewed the product information, available files and applicable license terms before completing the purchase.

2. Digital Products

Dimandem products are digital goods that may include:

- Music tracks;
- Audio files;
- Alternative versions;
- Audio edits;
- Digital downloads;
- License documentation.

Once access to digital files has been provided, the product may no longer be eligible for a standard return because digital content cannot be physically returned.

3. Refund Requests

A refund request may be considered in situations including:

- The purchased product was not delivered due to a technical issue;
- The delivered files are damaged, incomplete or unusable;

- A duplicate purchase occurred accidentally;
- A significant mistake occurred in the product description;
- An exceptional circumstance requires review.

All refund requests are evaluated individually.

4. Non-Refundable Situations

Refunds are generally not provided in cases where:

- The Licensee has accessed or downloaded the digital product;
- The Licensee purchased the product after reviewing the description and license terms;
- The Licensee selected a license type that does not match their intended use;
- The Licensee changed their mind after purchase;
- The product has already been used in a project;
- The Licensee did not review the licensing conditions before purchase.

Customers are responsible for selecting the appropriate license before completing a purchase.

5. License Type and Upgrades

Purchasing a specific license grants only the rights included in that license.

If a Licensee requires broader usage rights, they may request information about available license upgrades.

A previous purchase does not automatically grant additional rights.

6. Technical Problems

If a Licensee experiences problems accessing or downloading purchased files, they should contact Dimandem Support.

The request should include:

- Email address;
- Order ID or purchase confirmation;

- Product name;
- Description of the issue.

Dimandem will make reasonable efforts to resolve technical problems.

7. Content ID Claims

A Content ID claim alone does not automatically qualify for a refund.

If a Licensee receives a copyright claim while using Dimandem music according to the purchased license, Dimandem may assist with claim review and resolution.

The Licensee should contact:

dimandem.support@gmail.com

The Licensee may be asked to provide:

- Order ID;
- Email address;
- Track name;
- License type;
- Channel or project information;
- Relevant links.

8. Unauthorized Use

Refund requests related to unauthorized use of licensed music may be denied.

Purchasing a Dimandem product does not grant ownership of the music or unlimited rights beyond the purchased license.

All usage must comply with the Dimandem Licensing Standard v1.0.

9. Processing Refund Requests

Refund requests should be submitted through official Dimandem support channels.

Dimandem may request additional information necessary to review the request.

Approved refunds will be processed through the original payment method or applicable sales channel where possible.

Processing times may depend on the payment provider or sales platform.

10. Consumer Rights

Nothing in this policy limits any mandatory rights provided to consumers under applicable laws.

Where consumer protection laws provide additional rights, those rights remain applicable.

11. Changes to This Policy

Dimandem may update this Return & Refund Policy when necessary.

Updated versions will include:

- New version number;
- Updated effective date.

12. Contact Information

Brand:

Dimandem

Copyright Owner (Licensor):

Dmytro Demchenko

Refund & Support Contact:

dimandem.support@gmail.com



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All Rights Reserved.

All music is licensed, not sold.