

Terms & Conditions

ULFR Harmonize Private Limited, trading as Clearroom

Version 2026-08 · compiled 28 August 2026

This document is the combined text of three pages published at clearroom.studio: the terms of sale, the privacy policy, and the refund & cancellation policy. The words are those pages' own, unchanged. Those pages remain the published originals; where this copy and the site ever differ, the site governs.

- 1 Terms
- 2 Privacy
- 3 Refunds & cancellation

1 · Terms

clearroom.studio/terms · version 2026-08

DRAFT — version 2026-08. These terms are published while our legal and accounting review finishes, and they may be reworded before they are signed off. They are nonetheless the terms in force for a purchase made today: the version recorded against a licence bought now is 2026-08. If anything here reads as unclear or unfair, write to support@clearroom.studio — we would rather fix it before it matters.

Terms, privacy and refunds as one [PDF](#).

Who can buy

You need to be 18 or older to buy a licence. If you are buying for a studio or a company, you are telling us you are allowed to agree to these terms on its behalf.

Some consumer laws apply only to a person buying for themselves. Where such a law reaches you, it applies on top of these terms, and nothing written here takes it away.

What you are buying

You are buying a **licence to use Clearroom**, not the software itself and not any part of it. The licence is yours to keep under the plan you bought.

Clearroom is sold by ULFR Harmonize Private Limited, trading as Clearroom, which is the party you contract with. Rupendar Venkatesh owns the software and licenses it to ULFR to sell.

How the sale is made

The sale is made when your payment is confirmed and your licence key is issued — not when you press a button. Until then there is no contract, and either of us can walk away.

Outside India, **Polar** is our merchant of record. Polar sells you the licence on our behalf, takes the payment, handles the tax, and is the name that appears on your card statement. Inside India you buy from ULFR directly through Razorpay, in rupees, and the price shown includes GST.

We can refuse an order, cancel one, or correct a price or a description that was published wrongly, at any point before the sale is made. If we cancel an order you have already paid for, you get all of your money back.

How many machines

One licence runs Clearroom on **two Macs** at a time. You can move a seat between machines from your account. If you need more than two, email support@clearroom.studio and we will set up a studio licence with the seats you need.

What you may not do with it

You may not resell, rent out, sublicense or share your licence or your licence key, and you may not hand it to someone else on your own — a transfer happens through us or not at all. You may not work around the licence check or help anyone else to.

You may not copy Clearroom beyond what the licence allows, modify or adapt it, or take it apart — no decompiling, disassembling or reverse-engineering, and nothing built out of the result. The correction engine is the work; that is what this sentence protects.

Where the law gives you a right to do some of that in order to make Clearroom work with something else, ask us first. We would rather help you than find out afterwards.

If a studio changes hands, or a licence needs to move to someone else for a reason like that, write to us before you do anything. We will look at moving it once, case by case — goodwill rather than a right, and the only way a licence changes hands. A licence sold on privately does not transfer, and the key does not follow the money.

Your account

A licence lives at an email address, and signing in is a link we send to it. That makes your mailbox the key to your licence: keep it secure, and keep it yours. We act on instructions that arrive from the address a licence is registered to.

If you lose access to that mailbox, write to us from wherever you can and we will work out how to get you back — it takes longer, and it should.

Rent to own

A rent-to-own plan is 6 monthly payments, after which the licence is perpetual and the payments stop by themselves. Until then the licence stays live as long as the payments do.

Cancelling keeps your payment history. Re-subscribing with the same email address continues the same plan — the same key, the payments already made carried over — and it still stops at 6 in total.

A plan cannot be finished early. The licence turns perpetual on the 6th payment and not before, and there is no way to pay the remainder off in one go.

What happens when a payment fails — the retries, how long Clearroom keeps running, and how a paused plan picks up again — is set out in the [refund and cancellation policy](#).

Trial and refunds

14-day free trial; purchases are final.

The trial is the full application with no feature held back, which is what lets the policy be this simple: you can find out whether Clearroom works in your room before any money moves.

One trial per person and per machine. The trial is provided as it is, with no promise of support, and we can change or end the trial programme whenever we like — which never touches a licence anyone has already bought.

Where a law that reaches you gives you a refund right that a policy cannot remove, you keep it. The [refund and cancellation policy](#) says what that means in practice, and what to do if something we sold you does not work.

When a licence can be revoked

We may revoke a licence when the payment behind it is refunded or reversed by a chargeback, and when a licence is being used in a way these terms forbid. A revoked licence stops working on every machine it was activated on.

If the service ends

Clearroom checks in with our licence server periodically, and we may end that service — companies do end. If we ever retire it, we publish a signed *amnesty* file that never expires, so a licence you have paid for keeps working on your machines without us.

What the amnesty covers is a licence that is **paid off**. A rent-to-own plan still making its payments has not bought a perpetual licence yet, and a plan whose payments stop lapses with them. It does not

cover a machine carrying a refund, a chargeback or a reclaimed seat — a shutdown does not refund the refund.

Updates and compatibility

A perpetual licence covers Clearroom 1 — the version on sale today — and every update we publish for it: fixes, improvements, new profiles, every 1.x release, for as long as we publish them. There is no time limit on that and nothing further to pay. What your licence records is a version, not a period of months.

If there is ever a Clearroom 2, it is a new product rather than an update and it is not included. Nothing about that touches what you bought: your licence keeps working on the version it covers.

What we cannot promise is that Clearroom will keep working on every future version of macOS, or on hardware that does not exist yet. We chase new macOS releases because our own studio work depends on it, not because a clause obliges us to — and saying so is the honest edge of the word *perpetual*.

An update may arrive alongside a new version of these terms. The version recorded against your licence stays published either way, so you can always read what you agreed to.

Support

Support is email, in English, at support@clearroom.studio.

It covers installing Clearroom, licences and seats, and getting a measurement to succeed in your room. It is not a mixing or acoustics consultancy — though if we can see what your measurement is telling you, we will say so.

We support the current version of Clearroom, and only that one. If you are running an older build, the first thing we will ask is that you update — updating is free, and it is where every fix has landed.

No warranty

Clearroom is provided as is. We do not warrant that it is free of defects, that a measurement will succeed in every room, or that a correction will suit every purpose. Audio software sits in the middle of your monitoring chain: keep a way to bypass it, and check your work.

Your hearing and your speakers

Clearroom plays measurement sweeps through your own monitors, and correction changes both the level and the shape of what you hear. Two minutes of care are worth more than any clause on this page:

Start with the level low and bring it up. Take your headphones off before you start a room measurement. A sweep is a sustained, full-range signal — at the level a difficult room tempts you towards, it can damage tweeters, and it can damage hearing.

Keep a way to bypass the correction, and listen through it now and then. If something ever sounds wrong, stop first and diagnose second.

We are not liable for damage to your hearing, your speakers, your headphones or any other equipment. That limit is real, which is why the paragraphs above are advice and not decoration.

Not for safety-critical use

Clearroom is for music and audio production. Do not use it anywhere a failure could hurt someone — medical, aviation, industrial control, or any other system where lives depend on the audio being right.

Limit of liability

To the extent the law allows, our total liability for anything arising out of Clearroom is limited to the amount you paid for the licence in the twelve months before the claim. We are not liable for lost work, lost sessions, lost income or any indirect loss.

Nothing here limits liability that cannot lawfully be limited.

That includes death or personal injury caused by our negligence, and it includes fraud. Where a consumer law that reaches you gives you rights this section cannot exclude, you keep them in full.

Your data

We process personal data as described in our [privacy policy](#), which is part of these terms. Buying or starting a trial records which version of these terms was published at the time.

What Clearroom is built on

Clearroom is built on software other people wrote, and each part keeps its own licence. The main ones:

JUCE — the framework the DAW plugin is built with

Tauri, and the Rust crates it builds on — the Mac application shell

Python, with NumPy and SciPy — the measurement and filter-design engine

Next.js and React — the interface you click

Inter, by Rasmus Andersson — the typeface, used under the SIL Open Font License

Those licences travel with that code and are not changed by anything on this page. For the complete list, with the licence text of each, write to support@clearroom.studio and we will send it.

The plugin is built with JUCE, under JUCE's own licence.

Ideas and bug reports

If you send us a bug report, an idea or a feature request, we may act on it and build it, without owing you anything for it. You keep whatever rights you had in what you sent; you are simply not charging us for the suggestion.

Which law applies

These terms are governed by the law of India, and the courts of Chennai have jurisdiction over a dispute arising out of them.

If you are a consumer, that does not take away your right to bring a claim where you live, or to use the consumer forum your own law gives you.

Before any of that, write to support@clearroom.studio. Nearly everything that looks like a dispute is a misunderstanding that an email fixes in a day.

We do not make you go to arbitration, and we do not shorten the time the law gives you to bring a claim. If it ever has to be decided by someone other than us, it is decided by a court.

The rest of the fine print

If part of these terms turns out to be unenforceable, the rest of them still stand.

These terms, the privacy policy and the refund policy are the whole of what is agreed between us about Clearroom.

Neither of us is responsible for a failure caused by something genuinely outside our control.

Email counts as writing. We write to the address your licence is registered to, and that is notice given.

If ULFR is sold or reorganised, this agreement moves with the business and your licence moves with it. You may not hand this agreement to someone else, beyond the seat rules and the one transfer we may agree to above.

Versions

This is version **2026-08**. When it is replaced, this version stays published at </terms/2026-08> so that a licence recording it can always be read against the words it recorded. Dated copies appear when a version is superseded; there are none yet.

If you are part-way through a rent-to-own plan when a version changes, the version recorded against your licence is the one that governs that plan until it is paid off. We email you at least **30 days** before a change binds a plan already running, and if you would rather not accept it, you can cancel the plan instead.

2 · Privacy

clearroom.studio/privacy · version 2026-08

DRAFT — version 2026-08. This policy is published while our legal and accounting review finishes, and the wording may change. What it describes is what the software actually does today. Questions to support@clearroom.studio.

What we store

Your **email address**, because it is how a licence is looked up, how a key is delivered, and the only way to sign in. Your **order** — its id, dates and amounts. We never see or store your card details.

Paying in dollars, our merchant of record reports the order to us and keeps the billing details itself. Paying in rupees you are buying from us directly, so the invoice particulars you type at checkout are stored with the order: your name, the state the invoice is billed to, and — if you are buying as a business — your GSTIN and registered address. A GST invoice cannot be raised without them.

For each machine you activate: the **machine name** macOS reports, the macOS version, and the dates it checked in. The machine name is usually a **real person's name** — “Rupendar's MacBook Pro” — which is why it is treated as personal data and shown to nobody but you.

A machine is known to us by a number rather than by its hardware: the app hashes the id macOS gives your Mac together with a Clearroom salt, and sends only the hash. The hardware id itself never leaves the machine, and the hash cannot be turned back into it.

We do not store your measurements, your audio or your room. Captures and corrections stay on your Mac and are never uploaded.

Our servers run on Cloudflare, which logs the **IP address** of requests it serves as part of running the network. We keep a few addresses ourselves, each with one job. The one a machine last checked in from is held on that machine's activation record: it is what our rate limits count against, and it is how we can tell that two seats sit on one studio's network rather than two continents apart. The one a trial started from is held on the trial's record — it is what the trial limits count. And if a check-in looks like a copied installation, that single event is kept with its address for 90 days, as the evidence a human reads before anyone's licence is touched.

What the app sends

Clearroom makes two kinds of connection, and no others.

Licence check-ins, to our licence server: when you activate a machine, start a trial or release a seat, and about once a day while the app is running. They carry the licence credentials, the machine number above, and — when you activate — the machine name and macOS version. The app's version number travels with the request and is written to our logs, never to the database.

Profile downloads, from this site: the headphone and microphone catalogue the app corrects against. Those are ordinary file downloads, with nothing about you attached.

There is no analytics in Clearroom, no usage tracking, no crash reporter and no telemetry of any kind — not in the app, not in the audio driver, not in the plugin, and not in the beta builds, which are the same code. The measurement engine runs on your own Mac and answers only to the app in front of you.

This website

The site sets **no cookies** and runs no analytics — no tracking pixels, nothing counting your visit. Signing in to your account puts one short-lived token in your browser's session storage; it expires after 30 minutes and is gone when you close the tab.

Two things are loaded from elsewhere. The typeface comes from **Google Fonts**, so your browser asks Google's servers for it — an ordinary web request, carrying what every request carries and nothing about you or your account. And paying in rupees brings Razorpay's checkout into the page when you press the button, so your card details go straight to them and never through us. What their checkout does while it is open is theirs to describe, and their own privacy policy covers it.

Why we are allowed to

To perform our **contract** with you: a licence you bought has to be deliverable, recoverable and enforceable, and each of those needs the data above. Beyond that, a legitimate interest in preventing licence abuse — the rate limits and the seat rules — and a legal interest in keeping the records tax and accounting law requires.

How long we keep it

The schedule, by what it is:

magic_tokens — sign-in links, stored hashed, never in the clear. A link expires 15 minutes after it is sent and is single-use; the row itself is deleted 7 days after it expires.

licenses — for the life of the licence and then as long as tax and accounting law requires the order record.

activations — while the seat is in use; an ended activation keeps its dates as the transfer record.

emails_sent — the delivery ledger, 90 days.

webhook events — 90 days, as the record that a payment was processed once.

rate-limit counters — 2 days.

rate-limit lockouts — the state behind a temporary block, cleared the next day.

trials — a started trial keeps its machine number, email address, and the address and network it came from — that is what stops one machine taking the trial twice. The limits look back 365 days by email address and 30 days by network.

clone_events — a check-in that looks like a copied installation, with its IP address, 90 days.

checkout_orders — the invoice particulars from a rupee purchase, 90 days after the last document is raised from them — 30 days if the checkout is never paid.

Two things sit outside that table. Cloudflare keeps short-lived operational logs for the network it runs on our behalf — the ordinary record of requests a network keeps in order to work, and to let us see that it is working — held on its own schedule rather than a period we set. And anything tax and accounting law requires us to hold — an order, an invoice — is kept for as long as that law says, which outlasts everything above.

Who else processes it

Cloudflare — hosting, the database and network logs. **Polar** — our merchant of record: it takes the payment, holds the billing details and handles tax. **Resend** — the service that delivers our email. Each receives only what its job needs.

Razorpay — the payment provider for purchases in rupees, where you buy from us directly rather than through a merchant of record. It takes the card details, and we pass it your name and email address so the payment and the invoice can be raised. No phone number is collected, so none is sent.

Where your data goes

Cloudflare, Polar and Resend are United States companies, so running the licence server, taking a payment in dollars and delivering our email all involve processing outside India. Razorpay is Indian, and a rupee purchase stays on that rail.

Each of them is bound by its agreement with us and gets only what its job needs. The two payment companies also hold their own record of the payment and answer for it under their own legal duties — which is why a refund is executed by the one that took the money.

How we protect it

Your licence key is stored **encrypted**, and found by an irreversible hash of the key rather than by the key itself. Sign-in links are stored hashed too: they expire in 15 minutes, work once, and every other live link for your address dies the moment one is used. The secret each machine authenticates with is stored the same two ways the key is — checked against a hash, held encrypted so a repeat activation can return it — and the keys that unseal any of it are not kept in the database, so a copy of the database alone cannot be replayed as a credential.

Everything travels over HTTPS. The operator console that can read a licence row is reachable only with a separate token, and it is the only way a person here looks anything up.

Erasure, and what it costs

You can ask us to erase your personal data. We cannot delete the licence row itself — that row is what keeps a licence you paid for working — so instead we **pseudonymize**: your email address is replaced with a **permanently** unreachable placeholder, every machine name and macOS version on the licence is cleared, and what remains is the irreversible hash of the key, the order id and the dates we keep under contract.

This cannot be undone, and it takes things with it. After erasure we can never send you a **sign-in link** again, never email your key again, and never **resume** a cancelled rent-to-own plan for you — resuming matches on your email address, and there will no longer be one. Your installed copies keep working; the account behind them becomes unreachable, to us as much as to you. Ask only when you mean it, and consider getting your key emailed to yourself first.

One carve-out: a **backup** taken before your request still contains the old values until it ages out on its own schedule. We do not restore backups to bring erased data back.

What erasure does not reach: the address a machine last checked in from stays on its activation record, a trial's record keeps its machine number and address (its email is erased with the rest), and the particulars behind a tax invoice stay for as long as tax law requires them. None of it is a way back into the account.

Children

Clearroom is sold to adults — you must be 18 to buy a licence — and nothing here is directed at children. We do not knowingly collect a child's data. If you believe we hold any, write to us and it will be removed.

Your rights

You can ask for a copy of what we hold, ask us to correct it, ask us to erase it, or object to how we use it. Write to support@clearroom.studio from the address on the licence, or tell us the order it belongs to.

A copy can come as a machine-readable file if you want one — there is not much of it, and we will email it to you. Our mail is transactional: your key, sign-in links, receipts and notices about the service. There is no marketing list, and we do not sell your data or share it for advertising.

If something goes wrong

If we have handled your data badly, tell us first. Write to support@clearroom.studio from the address on the licence and say what happened.

Our grievance officer is **Rupendar Venkatesh**, reachable at support@clearroom.studio — the same address as everything else — care of the registered office on our [contact page](#). He answers data-protection questions too.

If our answer does not settle it, a complaint in India can go to the Data Protection Board of India. Anywhere else, your own country's data-protection authority can hear it.

Versions

This is version **2026-08**, published alongside the [terms](#). When it is replaced, this version stays published at /privacy/2026-08. Dated copies appear when a version is superseded; there are none yet.

3 · Refunds & cancellation

clearroom.studio/refund

DRAFT. This page is published while our legal and accounting review finishes. It summarises the refund and cancellation clauses of the [terms of sale](#) (version 2026-08), which remain the governing document.

The policy

14-day free trial; purchases are final.

The trial is the full application with no feature held back. You can measure your own room, audition every correction intensity, and use it in your sessions for 14 days before any money moves — which is what lets the policy be this simple. Please use the trial to make sure Clearroom works in your room before you buy.

A law where you live may give you a refund right that a policy cannot remove. Where it does, you keep it, and it sits on top of what is written here — read the paragraphs below as what we do, not as a list of what you are allowed to ask for.

Outside India you buy through **Polar**, our merchant of record: Polar is the seller on that rail, and a statutory cancellation or withdrawal is handled at its checkout and by it. Write to us either way and we will point you at the right place.

If something stops working

If you have bought Clearroom and it stops working on a Mac it is supposed to work on, write to support@clearroom.studio and tell us what happened. We will look at it and try to fix it.

What we do not do is promise you an outcome in advance. The trial is where a problem like that is meant to surface, before any money moves — and it is the reason the policy above can be that plain.

Cancelling a rent-to-own plan

A rent-to-own plan is 6 monthly payments, after which the licence is perpetual and the payments stop by themselves. You can cancel at any time from your account page; the licence stays live to the end of

the period you have paid for, and no further payments are taken.

Cancelling keeps your payment history. Re-subscribing with the same email address continues the same plan — the same key, the payments already made carried over — and it still stops at 6 payments in total.

What you cannot do is finish early: the remainder cannot be paid off in one go, so a plan either runs its 6 payments or you cancel it.

If a payment fails

Cards expire and banks decline things. When a rent-to-own payment does not go through, the payment provider emails you about it, and your account page shows you how to update your card.

Your payment provider retries the charge on its own schedule, which we do not control. Meanwhile **Clearroom keeps running for five days** past the end of the period you last paid for — enough for a retry, a weekend, or a bank that needed a phone call.

If the payment still has not landed after that, the licence pauses. The app stops applying correction and says why, with the way back on screen. Nothing is deleted: not your plan, not your payment count, not your measurements, which never left your Mac in the first place.

When the payment goes through, everything comes back where it was. The key is the same, the payments already made still count, and the plan still ends at 6 payments in total.

The amount of each payment is fixed when your plan starts. We do not change it part-way through a plan.

One limit worth saying plainly here: the *amnesty* file described in the [terms](#) covers licences that are paid off. A plan still making its payments is not covered by it, and a plan whose payments stop lapses rather than falling back on it.

Paying in rupees

If you pay in rupees, a rent-to-own plan runs as a standing instruction on your card or bank account. Before each debit, **Razorpay** notifies you — that notice is part of the RBI's rules for standing instructions and comes from the payment rail rather than from us. You can cancel the instruction at any time, from your account page or with your bank directly.

Cancelling the instruction cancels the plan. What happens next is the same as any other cancellation, above.

Charged in error

If a payment is charged in error — a duplicate charge, or a charge after a cancellation took effect — write to us and we will put it right. Refunds for erroneous charges are returned to the original payment method.

Where a refund comes from

Outside India your payment goes through **Polar**, our merchant of record. Polar is the name on your card statement, and Polar makes the refund. Inside India you pay ULFR Harmonize Private Limited directly through Razorpay, and we make the refund.

Either way it goes back to the card or the account it came from. We cannot send it anywhere else, and we will not ask you for bank details to send it.

When it lands is the rail's to say, not ours: Polar or Razorpay processes the refund and your bank posts it, each on its own schedule. If it has not appeared and you think it should have, write to us with the order and we will check it from our side.

How to reach us

Write to support@clearroom.studio from your purchase email address. See also the [contact page](#) and [support](#).