

Terms & Conditions

ULFR Harmonize Private Limited, trading as Clearroom

Version 2026-09 · compiled 4 September 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.

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1 · Terms

clearroom.studio/terms · version 2026-09

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

Terms & conditions of licence and use

These Terms & Conditions ("Terms") are a legally binding agreement between **ULFR Harmonize Private Limited, trading as Clearroom**, a company incorporated under the laws of India ("Clearroom", "Company", "we", "us" or "our"), and the individual or legal entity purchasing, accessing, downloading, installing or using the Clearroom software, application, plug-in, website or related services ("Customer", "you" or "your").

If you are purchasing or using Clearroom on behalf of a company, studio, partnership, organisation or other legal entity, you represent and warrant that you have the authority to bind that entity to these Terms, and "you" and "your" include that entity.

By ticking "I accept the terms" at checkout, or by purchasing a licence, commencing a trial, downloading, installing, activating or using Clearroom, you acknowledge that you have read, understood and agreed to these Terms.

1. Definitions

1.1 **"Application"** means the Clearroom software application, plug-in, correction engine, associated components, updates and related software made available by Clearroom.

1.2 **"Licence"** means the limited, non-exclusive, non-transferable and revocable right granted to you to use Clearroom in accordance with the applicable plan and these Terms.

1.3 **"Licence Key"** means the authentication or licence credential issued by Clearroom that permits activation and use of Clearroom.

1.4 **"Perpetual Licence"** means a licence with no end date, covering the version of the Application it names (Section 16), subject to these Terms.

1.5 **"Rent-to-Own Plan"** means the plan under which the Customer makes 6 monthly payments and, on completion of all 6, obtains a Perpetual Licence.

1.6 **"Trial"** means the limited period during which Clearroom makes the Application available without charge for evaluation.

1.7 **"Device"** means a compatible Mac computer on which Clearroom is activated.

1.8 **"Update"** means a bug fix, improvement, correction, compatibility release, feature enhancement, profile update or other modification to an existing Clearroom version.

1.9 **"New Major Version"** means a materially new version of Clearroom designated by Clearroom as a new product or major product generation, including a successor product such as "Clearroom 2".

1.10 **"Content"** means measurements, recordings, audio material, files, information or other material supplied by or generated by the Customer while using Clearroom.

2. Eligibility and authority

2.1 You must be at least 18 years of age to purchase a Clearroom licence.

2.2 Clearroom is intended for professional and personal music and audio-production use and is not intended for children.

2.3 If you purchase Clearroom for a company, studio or other organisation, you confirm that you are authorised to enter into these Terms on its behalf.

2.4 You are responsible for ensuring that your use of Clearroom complies with all applicable laws, regulations and contractual obligations.

2.5 Where mandatory consumer-protection laws provide you with rights that cannot legally be excluded or restricted by contract, those rights continue to apply.

2.6 Clearroom may not be purchased, exported, supplied or used where doing so would cause you or ULFR Harmonize Private Limited to violate applicable sanctions or export-control law.

3. Nature of the purchase

3.1 You are purchasing a **licence to use Clearroom** and not ownership of the Application, its source code or any intellectual-property rights in it.

3.2 All rights not expressly granted under these Terms are reserved by Clearroom and its licensors.

3.3 The Application is owned by Rupendar Venkatesh and licensed to ULFR Harmonize Private Limited for commercial distribution and sale. Clearroom has the right to grant the licence in Section 5.

3.4 Nothing in these Terms transfers any copyright, patent, trademark, trade-secret, database, design or other intellectual-property right in Clearroom to the Customer.

4. Formation of the contract

4.1 A purchase request, order or payment attempt does not by itself constitute acceptance of an order by Clearroom.

4.2 The contract is formed when (a) payment has been successfully confirmed and (b) Clearroom issues or makes available the applicable Licence Key or licence entitlement.

4.3 Until the contract is formed, Clearroom may refuse an order, correct an erroneous price or description, or cancel the proposed transaction.

4.4 If Clearroom cancels an order after payment has already been received, the amount actually paid for that cancelled order is refunded.

4.5 For purchases made outside India, **Polar Software, Inc.** is the reseller and merchant of record: Polar sells you the licence, collects payment and applicable taxes, issues the invoice and is the name on your card statement. Polar's terms of sale govern that purchase; these Terms govern the licence, which Clearroom grants when the Licence Key is issued.

4.6 For purchases made in India, the Customer purchases directly from ULFR Harmonize Private Limited through **Razorpay**, in rupees, with applicable GST included as stated at checkout.

5. Licence grant

Subject to payment and continued compliance with these Terms, Clearroom grants you a limited, non-exclusive, non-transferable, non-sublicensable and revocable licence to install and use the applicable version of Clearroom on the permitted number of Devices, solely for lawful music, audio-production and related purposes. The licence does not constitute a sale or transfer of the software itself.

6. Number of devices and seats

6.1 Unless otherwise stated in your order, one standard Clearroom licence may be activated and used on up to **two Macs** at the same time.

6.2 You may release a seat from the Clearroom app on the Mac that holds it. A Mac you no longer have access to may be reported lost from your account page, which frees its seat after thirty days; or you may contact support.

6.3 If you require more than two simultaneous Devices, contact Clearroom at support@clearroom.studio to obtain an appropriate studio or multi-seat licence.

6.4 You must not use technical methods to circumvent the seat limitation.

6.5 Clearroom may monitor licence activations and check-ins for the limited purpose of verifying compliance with the seat and licence restrictions.

6.6 A licence may not be used by multiple unrelated persons in a manner designed to circumvent the applicable seat limitation.

7. Licence restrictions

Except where expressly permitted by applicable law, you must not:

- (a) sell, resell, rent, lease or commercially distribute the licence;
- (b) sublicense or grant access to the Application to another person;
- (c) share your Licence Key or authentication credentials;
- (d) transfer your licence without Clearroom's prior written approval;
- (e) copy, reproduce or distribute the Application except as expressly permitted;
- (f) modify, adapt, translate or create derivative works from the Application;
- (g) reverse engineer, decompile or disassemble the Application;
- (h) attempt to discover or extract source code;
- (i) circumvent or disable licence verification or technical protection measures;
- (j) assist another person in doing any of the foregoing;
- (k) use Clearroom to develop a competing product by analysing, reproducing or extracting its proprietary functionality; or
- (l) remove copyright, trademark, proprietary or other notices from the Application.

Nothing in this section prohibits conduct that applicable law expressly permits and that cannot lawfully be restricted by contract.

8. Transfer of licence

8.1 A licence is personal to the Customer and cannot ordinarily be transferred.

8.2 If a studio, company or business is sold, reorganised or transferred, the Customer must contact Clearroom before transferring or assigning the licence.

8.3 Clearroom may, at its discretion, approve a one-time transfer in appropriate circumstances.

8.4 A private sale or assignment of the Licence Key does not automatically transfer the licence.

8.5 Clearroom may require reasonable evidence of the transaction, ownership or authority before approving a transfer.

8.6 Sections 7(d) and 8 apply except where applicable law gives you a right to transfer the licence. A transfer, where it happens, is of the whole licence: the original holder stops using Clearroom and removes their copies, the seats are not split, and the licence is reassigned by Clearroom.

9. Account and security

9.1 A Clearroom licence is associated with the email address registered at purchase.

9.2 Access links, account authentication and licence-management communications are delivered to that email address, and Clearroom acts on instructions that arrive from it.

9.3 You are responsible for maintaining access to and security of the registered email account.

9.4 You must not knowingly permit another person to access your account for the purpose of using your licence in breach of these Terms.

9.5 If you lose access to the registered email account, contact Clearroom support. Clearroom may require reasonable information to verify your identity or ownership before restoring access.

10. Rent-to-own plan

10.1 A Rent-to-Own Plan consists of **6 monthly payments**.

10.2 The licence remains active while the scheduled monthly payments are being made.

10.3 On successful completion of the 6th payment, the licence becomes perpetual and no further payments are due for that licence.

10.4 The plan cannot be completed early by paying the remaining monthly payments in a single sum.

10.5 The Customer may cancel a Rent-to-Own Plan at any time from the Clearroom account page; for Indian payments the Customer may also withdraw the standing instruction with their bank. Cancellation stops future payments, and the licence remains active until the end of the period already paid for (and the period in Section 11.2). Previous successful payments remain credited to the plan.

10.6 Re-subscribing with the same registered email address continues the same plan: the same Licence Key, with the payments already made carried over, and the plan still completes at 6 payments in total — unless the Customer has asked Clearroom to erase their account in the meantime (see the Privacy Policy).

10.7 The total number of successful payments required to complete the plan is 6.

10.8 The amount of each monthly payment, or the schedule of amounts where an offer applies, is stated at checkout and does not change while the plan runs without interruption. A plan resumed after

cancellation continues at the price in force at resumption. Promotional pricing may reduce particular payments; it never increases the number of payments.

10.9 A Rent-to-Own Plan is a recurring licence, not a loan or a purchase on credit. Nothing is owed for months after cancellation.

11. Payment failure

11.1 If a scheduled payment fails, the applicable payment provider may retry the payment according to its own procedures.

11.2 The Application remains active for **five (5) days** after the end of the period covered by the last successful payment.

11.3 If payment has not succeeded by then, the licence is paused.

11.4 While paused, the Application stops applying correction.

11.5 A pause does not delete the Customer's account, plan history or locally stored measurements.

11.6 When the outstanding payment succeeds, the licence is restored on the same plan, with the same Licence Key and the same payment count.

11.7 For Indian payments, applicable recurring-payment or standing-instruction requirements are administered through Razorpay and the Customer's bank, including the notice sent before each debit.

The retries, the grace period and how a paused plan picks up again are also set out, from the customer's side, in the [refund and cancellation policy](#).

12. Trial

12.1 Clearroom offers a **14-day free trial**.

12.2 The Trial is the full Application with no feature withheld, so that the Customer can evaluate whether Clearroom is suitable for the Customer's equipment and environment before purchasing.

12.3 Unless otherwise stated, the trial is limited to one trial per person and per Device.

12.4 Clearroom may modify, suspend or discontinue its trial programme at any time.

12.5 Discontinuation of the trial programme does not affect licences already purchased.

12.6 The Trial is provided for evaluation and is not a guarantee that Clearroom will meet every technical, acoustic, professional or commercial requirement.

13. Refunds and cancellation

13.1 **14-day free trial; purchases are final.** This is subject always to any mandatory refund, withdrawal, cancellation or consumer right that applies to the Customer and cannot be excluded.

13.2 Customers should use the Trial to determine whether Clearroom works appropriately with their equipment and environment before purchasing.

13.3 If a payment is duplicated, taken after an effective cancellation, or otherwise charged in error, Clearroom will correct it and the erroneous amount is refunded.

13.4 Refunds are returned to the original payment method.

13.5 Clearroom will never ask the Customer for bank-account details in order to make a refund.

13.6 Where payment was processed through the merchant of record (Section 4.5), the merchant of record executes the refund; where the Customer purchased directly from ULFR through Razorpay, ULFR executes it.

13.7 Refund processing times may depend on the applicable payment provider and banking institution.

13.8 Cancellation of a Rent-to-Own Plan stops future payments. Amounts already paid are not refunded merely because the plan is cancelled; they stay credited to the plan (Section 10.5).

13.9 Nothing in these Terms or in the Refund & Cancellation Policy limits any remedy, including repair, price reduction, cancellation or refund, that applicable law requires us — or, outside India, the merchant of record — to provide for software that does not conform to the contract.

13.10 If you are a consumer in the European Union or the United Kingdom, you agree that the Licence Key is supplied immediately after payment, and you acknowledge that you thereby lose any statutory right to withdraw from the purchase within fourteen days.

What each of these means in practice, and what to do if something we sold you does not work, is set out in the [refund and cancellation policy](#).

14. Suspension and revocation

Clearroom may suspend or revoke a licence where:

- (a) payment is reversed or charged back (a chargeback);
- (b) a refund has been issued;
- (c) the licence has been obtained fraudulently;
- (d) the Licence Key has been materially misused;
- (e) the Customer materially breaches these Terms;

- (f) the Customer attempts to circumvent licence controls; or
- (g) suspension is reasonably necessary to protect the Application, Clearroom's systems or other customers from abuse or security threats.

Where reasonably practicable, Clearroom will give notice and an opportunity to remedy a breach before permanent revocation, except where immediate action is reasonably necessary.

A revoked licence stops working on every Device on which it has been activated.

15. Discontinuation of the licence service

15.1 Clearroom checks in with our licence server periodically, and Clearroom may discontinue or materially modify that online licence-verification service.

15.2 If Clearroom permanently retires its licence service, Clearroom will publish a signed *amnesty* file that does not expire, so that a licence that has been fully paid for continues to work on the Customer's Devices without the service.

15.3 A Rent-to-Own Plan that has not completed all required payments is not a fully paid Perpetual Licence.

15.4 A plan whose payments stop lapses with them and does not qualify for the amnesty; nor does a Device carrying a refund, a chargeback or a reclaimed seat.

15.5 Nothing in this section creates an obligation to refund a payment solely because the online licence service is discontinued, where the Customer has already received the applicable paid licence and the amnesty file is available.

16. Updates and version policy

16.1 A Perpetual Licence includes the Clearroom version purchased and the Updates released for that version.

16.2 A Perpetual Licence covers **Clearroom 1** and every 1.x Update — fixes, improvements, new profiles — for as long as Clearroom publishes them, with nothing further to pay. The licence records a version, not a period of months.

16.3 A future major product generation, such as Clearroom 2, may be offered as a separate product and may require a separate purchase or licence. Nothing about that touches what you bought: your licence keeps working on the version it covers.

16.4 Nothing in these Terms requires Clearroom to provide compatibility with every future macOS release, future Apple hardware or other technology that did not exist when the applicable version was

developed.

16.5 Clearroom may require customers using unsupported older versions to update before providing technical support.

17. Technical support

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

17.2 Support may include assistance with installation; activation; licence and seat management; basic troubleshooting; and measurement-related application issues.

17.3 Support does not constitute professional mixing, mastering, studio-design, room-acoustics or audio-engineering consultancy.

17.4 Clearroom supports the current version of the Application.

17.5 Clearroom may ask the Customer to update to the current supported version before investigating an issue.

18. Audio and equipment safety

18.1 Clearroom generates measurement sweeps and correction signals through the Customer's audio equipment.

18.2 The Customer is responsible for selecting an appropriate monitoring level.

18.3 Begin measurements at a low volume and increase the level gradually.

18.4 Remove headphones before conducting room measurements.

18.5 Excessive sound levels may cause hearing damage and damage to speakers, headphones, amplifiers or other equipment.

18.6 Maintain a practical means of bypassing Clearroom's correction.

18.7 If abnormal, unexpectedly loud or otherwise unsafe audio occurs, stop playback immediately and investigate the cause.

18.8 To the maximum extent permitted by applicable law, Clearroom is not responsible for damage caused by improper operation, excessive volume, unsuitable equipment, incorrect installation or use contrary to these instructions. Nothing in these Terms excludes or limits liability that cannot lawfully be excluded, including for death or personal injury caused by our negligence.

19. Intended use and safety-critical applications

19.1 Clearroom is designed for music, audio production and related creative applications.

19.2 Clearroom is **not designed, certified or intended for safety-critical applications**.

19.3 You must not use Clearroom in medical, aviation, industrial-control, emergency, life-support or other systems where failure could reasonably result in death, personal injury or significant property damage.

19.4 You remain responsible for determining whether Clearroom is appropriate for your intended application.

20. Intellectual property

20.1 Clearroom and its licensors retain all right, title and interest in the Application, source code, object code, algorithms, correction technology, databases, designs, interfaces, documentation, trademarks, logos, graphics, website content and other proprietary materials.

20.2 Nothing in these Terms grants the Customer ownership of any such rights.

20.3 "Clearroom" and related branding may constitute trademarks or other proprietary rights of their respective owners.

20.4 The Customer must not use Clearroom branding in a manner that suggests sponsorship, endorsement or affiliation without written permission.

21. Third-party software and data

21.1 Clearroom incorporates or relies upon third-party software, data and open-source components.

21.2 Such components remain subject to their respective licences.

21.3 These Terms do not override or restrict rights granted under applicable open-source licences.

21.4 Components used by Clearroom include, among others:

- **JUCE** — the framework the DAW plugin is built with, under JUCE's own licence
- **VST3 SDK, by Steinberg Media Technologies GmbH** — the VST3 plugin format. VST is a trademark of Steinberg Media Technologies GmbH, registered in Europe and other countries
- **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
- **IBM Plex Mono**, by Mike Abbink and Bold Monday — the typeface the measurements are set in, used under the SIL Open Font License
- **The OPRA headphone-measurement dataset**, from oratory1990's measurements — the headphone catalogue, used under the Creative Commons Attribution-ShareAlike 4.0 licence, with each measurement credited in the app

21.5 The applicable third-party licence notices, with the licence text of each, may be obtained from Clearroom on request at support@clearroom.studio.

22. Customer data and content

22.1 The Customer retains rights in Content that the Customer owns and creates.

22.2 Clearroom does not claim ownership of the Customer's audio, room measurements or other Content merely because such Content is processed by the Application.

22.3 Measurements, audio and room captures remain on the Customer's Mac and are not uploaded to Clearroom's servers.

22.4 The Customer is responsible for maintaining appropriate backups of its own Content.

22.5 Clearroom is not responsible for loss of Content stored solely on the Customer's Device.

23. Privacy and data protection

23.1 Clearroom processes personal information in accordance with its [privacy policy](#).

23.2 The Privacy Policy forms part of these Terms.

23.3 Data may include the email address; order details; the invoice particulars, including GST information where applicable; Device information; macOS version; activation records; relevant IP information; and security and authentication information.

23.4 Clearroom does not store Customer audio, room measurements or room captures on its servers.

23.5 The Application contains no analytics, usage tracking, crash reporting or telemetry.

23.6 Third-party service providers may process information where necessary to provide hosting, payment, email, security, infrastructure or related services.

23.7 The Customer acknowledges that certain service providers may process information outside India, subject to applicable law and the Privacy Policy.

23.8 Buying a licence or starting a trial records which version of these Terms was published at the time. Clearroom's grievance officer, for the purposes of the Consumer Protection (E-Commerce) Rules 2020 and the Digital Personal Data Protection Act 2023, is Rupendar Venkatesh, reachable at support@clearroom.studio.

24. Payment service providers and third-party services

24.1 Clearroom uses third-party service providers, including payment processors, merchant-of-record providers, hosting providers, email-delivery providers and infrastructure providers.

24.2 Such providers may have their own terms and privacy policies.

24.3 Clearroom is not responsible for the independent acts, omissions, availability or policies of third-party service providers except to the extent required by applicable law.

24.4 Payment information is collected directly by the relevant payment processor rather than by Clearroom.

24.5 For Indian transactions, Razorpay processes payment information in accordance with its applicable procedures.

25. Warranties and disclaimers

25.1 To the maximum extent permitted by law, Clearroom is provided "as is" and "as available".

25.2 Clearroom does not warrant that (a) the Application will be completely error-free; (b) every measurement will succeed; (c) every correction will produce the desired acoustic result; (d) the Application will satisfy every professional requirement; (e) the Application will operate on every future hardware or operating-system configuration; or (f) uninterrupted availability will be maintained at all times.

25.3 Clearroom does not warrant that the Application will produce any particular artistic, acoustic, commercial or professional result.

25.4 Nothing in these Terms excludes a warranty, condition or statutory right that cannot legally be excluded.

26. Limitation of liability

26.1 To the maximum extent permitted by applicable law, Clearroom's aggregate liability arising out of or relating to the Application, the licence or these Terms shall not exceed the amount actually paid by

the Customer for the applicable licence during the **twelve (12) months preceding the event giving rise to the claim.**

26.2 To the maximum extent permitted by law, Clearroom is not liable for loss of profits, revenue, business, anticipated savings or goodwill; loss of data, sessions or projects; interruption of business; or indirect, consequential or incidental loss.

26.3 Nothing in these Terms excludes or limits liability to the extent such exclusion or limitation is prohibited by applicable law.

26.4 In particular, nothing in these Terms excludes liability for death or personal injury caused by negligence, for fraud, or any other liability that cannot legally be excluded.

26.5 Mandatory consumer rights prevail over inconsistent contractual provisions.

27. Customer indemnity

To the extent permitted by law, the Customer agrees to indemnify and hold harmless Clearroom, its officers, directors, employees, contractors and licensors from claims, losses, liabilities, costs and reasonable expenses arising from (a) the Customer's material breach of these Terms; (b) unlawful use of the Application; (c) infringement of third-party rights caused by the Customer's Content or conduct; or (d) misuse of the Application.

This section does not apply to the extent a claim results from Clearroom's own negligence, wilful misconduct or breach of applicable law.

28. Security and licence abuse

28.1 Clearroom may implement reasonable technical controls to protect licences and prevent unauthorised use.

28.2 Such controls may include activation limits, periodic licence check-ins, rate limiting and security monitoring.

28.3 Clearroom may investigate activity reasonably believed to indicate licence cloning, credential sharing, fraud or circumvention.

28.4 Any investigation is conducted subject to applicable privacy and data-protection requirements.

29. Feedback and suggestions

29.1 If you submit a suggestion, feature request, idea, review, bug report or other feedback, you retain any rights you already have in the submitted material.

29.2 By submitting feedback, you grant Clearroom permission to use, reproduce, modify and incorporate the feedback into its products and services without payment or further obligation to you, unless otherwise agreed in writing.

30. Confidentiality

30.1 Each party shall use reasonable care to protect confidential information received from the other party.

30.2 Confidential information does not include information that (a) is publicly available without breach; (b) was lawfully known before disclosure; (c) is independently developed; or (d) is lawfully received from a third party without confidentiality restrictions.

30.3 This section does not prevent disclosure required by law or a competent authority.

31. Governing law

31.1 These Terms are governed by and interpreted in accordance with the **laws of India**.

31.2 Subject to mandatory consumer rights, the courts at **Chennai, Tamil Nadu, India** have jurisdiction over disputes arising from or relating to these Terms.

31.3 Nothing in this section prevents a consumer from exercising a mandatory statutory right to approach a consumer forum, court or authority having jurisdiction under applicable law.

32. Dispute resolution and customer complaints

32.1 Before commencing formal legal proceedings, the Customer is encouraged to contact Clearroom at support@clearroom.studio. Nearly everything that looks like a dispute is a misunderstanding that an email fixes.

32.2 Clearroom will make reasonable efforts to resolve genuine complaints through its support process.

32.3 Nothing in these Terms requires the Customer to waive any mandatory statutory remedy.

32.4 Unless separately agreed in writing, disputes are determined by a competent court; these Terms do not impose mandatory arbitration.

32.5 No provision of these Terms is intended to shorten any limitation period that applicable law provides for bringing a claim.

33. Force majeure

Neither party is liable for delay or failure to perform an obligation caused by circumstances beyond its reasonable control, including natural disasters, war, terrorism, governmental action, internet or telecommunications failure, widespread cyber incidents, infrastructure failure, labour disruption or failure of third-party service providers. The affected party shall use reasonable efforts to minimise the effects of such an event.

36. Notices

36.1 Notices relating to a licence are sent to the email address registered to that licence.

36.2 Notices sent by email are treated as written communications.

36.3 The Customer is responsible for maintaining a valid and accessible email address.

36.4 Notices to Clearroom are sent to ULFR Harmonize Private Limited, trading as Clearroom, at support@clearroom.studio, or to its registered office: 494, Anna Nagar Western Extension, Ambattur, Chennai, Tamil Nadu 600 101, India (CIN U59202TN2024PTC172933).

37. Assignment

37.1 Clearroom may assign or transfer these Terms in connection with a merger, acquisition, restructuring, sale of substantially all of its assets or transfer of the Clearroom business; your licence moves with it.

37.2 The Customer may not assign these Terms or its licence except as expressly permitted under Section 8.

38. Severability

If any provision of these Terms is held to be invalid, unlawful or unenforceable, that provision is modified or severed to the minimum extent necessary, and the remaining provisions continue in full force and effect.

39. Waiver

Failure by either party to enforce any provision of these Terms does not constitute a waiver of that provision or of the right to enforce it later.

40. Entire agreement

These Terms, together with the applicable Privacy Policy, Refund & Cancellation Policy, order confirmation, licence information, and any separately agreed written studio or enterprise licence, constitute the agreement between Clearroom and the Customer concerning the purchase and use of Clearroom.

If there is a conflict between these documents, the following order applies: mandatory applicable law; a separately executed written agreement; the applicable order or commercial terms; these Terms; the Privacy Policy; and the Refund & Cancellation Policy — except that the Refund & Cancellation Policy governs the timing of grace, pause and refunds, and a policy that expressly governs a subject matter governs it.

41. Survival

The provisions relating to intellectual property, payments that fell due before termination, restrictions, confidentiality, disclaimers, limitation of liability, indemnification, dispute resolution, governing law and any other provisions which by their nature are intended to survive continue after termination or expiry of the licence.

42. Contact

For questions relating to Clearroom, licences, payments, privacy, refunds or support: ULFR Harmonize Private Limited, trading as Clearroom — support@clearroom.studio — 494, Anna Nagar Western Extension, Ambattur, Chennai, Tamil Nadu 600 101, India.

34. Amendments and 35. Versions

34.1 Clearroom may update these Terms from time to time.

34.2 The version applicable to a completed purchase remains identifiable and accessible to the Customer.

34.3 If you are part-way through a Rent-to-Own Plan when a version changes, the version recorded against your licence governs that plan until it is paid off. We email you at least **30 days** before a changed version binds a plan already running.

34.4 If you would rather not accept the change, you can cancel the plan instead (Section 10.5).

34.5 Changes do not retroactively alter rights that have already accrued unless permitted by law.

35.1 This is version 2026-09. When it is replaced, this version stays published at </terms/2026-09>.

35.2 Clearroom keeps each superseded version published at a dated address so that a Customer can read the version recorded against its purchase. The previous version, 2026-08, is at </terms/2026-08>.

35.3 The version applicable to a purchase is the version recorded against the relevant licence or order.

Schedule 1 — Commercial licence terms

Minimum purchaser age	18 years
Trial	14 days, the full application
Standard simultaneous Macs	2
Rent-to-Own	6 monthly payments
Perpetual licence	On completion of 6 Rent-to-Own payments, or bought outright
Major version upgrades	Separate product unless expressly included
Support	Email support, in English
Governing law	India
Jurisdiction	Chennai, Tamil Nadu, India, subject to mandatory consumer rights

Schedule 2 — Privacy Policy

The [Privacy Policy](#) published at clearroom.studio/privacy forms an integral part of these Terms. It states what we store, what the app sends, retention, the processors we use, cross-border processing, your rights and the grievance mechanism.

Schedule 3 — Refund & Cancellation Policy

The [Refund & Cancellation Policy](#) published at clearroom.studio/refund forms an integral part of these Terms. It sets out, from the customer's side, the trial, the finality of purchases with the statutory rights preserved, the correction of erroneous or duplicate charges, cancelling a Rent-to-Own Plan, and the five-day continuation after a failed payment before a plan is paused.

Acknowledgement

By ticking "I accept the terms" at checkout, or by purchasing, activating, installing or using Clearroom, the Customer acknowledges that:

- the Customer has read these Terms;
- the Customer understands the licence restrictions;
- the Customer understands the applicable payment and cancellation model;
- the Customer understands that Clearroom is licensed and not sold;
- the Customer understands the technical and equipment-related risks;
- the Customer agrees to comply with applicable law; and
- the Customer accepts these Terms.

2 · Privacy

clearroom.studio/privacy · version 2026-09

DRAFT — version 2026-09. 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 **2026-09**, published alongside the [terms](#). When it is replaced, this version stays published at [/privacy/2026-09](#). The previous version, 2026-08, stays published at [/privacy/2026-08](#); the text of this page did not change between the two versions.

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 2026-09), 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. The payments you have already made are not refunded when you cancel; they stay credited to the plan if you come back. 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](#).