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10.1 Payment and Purchase.

All firmware licenses and related features must be purchased through our authorized channels (e.g., the official online store or authorized resellers). You agree to pay all fees at the time of purchase. License delivery and activation are processed only after full payment is received.

10.2 All Sales Final After Activation.

Once a license is **activated** on your RF Explorer device, it becomes permanent and **non-refundable**. There is no right to cancel, return, or uninstall the license for a refund after activation. Please ensure you select the correct device and feature before completing your purchase.

10.3 Refunds Prior to Activation.

Notwithstanding Section 10.2, refunds will be issued **only** under the following circumstances, provided you contact us promptly with proof of purchase:

- **a) Technical Failure to Record Activation:**

If, due to a technical issue on our servers, your purchase was not successfully recorded and you were unable to activate the license, you may request a full refund. Upon verification, we will process the refund within 14 business days.

- **b) Duplicate Payment for the Same Device:**

If you inadvertently purchase the same license more than once for the same RF Explorer device, you may request a refund of the duplicate amount. We will verify within 10 business days

whether multiple payments apply to the same device. If confirmed, we will refund the duplicate payment minus a 10 % handling fee. If we cannot confirm the duplication or suspect fraudulent intent, the refund may be denied.

10.4 Device Loss, Damage, and License Replacement.

Because licenses are permanently tied to a device's serial number, we are not obligated to re-issue or transfer a license if your device is lost, stolen, or irreparably damaged. In limited cases (e.g., device replacement under hardware warranty), we may, at our discretion, assist with licensing a replacement device, but this is not guaranteed. Handle your device—and your license code—with care.

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