



ETEP-CGV-003

D.T.MUX Viewer Professional refund policy

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This policy applies to the D.T.MUX Viewer Professional subscription offered by Étude Technique en Électronique Professionnelle (ETEP) and sold by our online reseller Paddle.com, the Merchant of Record for all our orders. It supplements the subscription terms.

1. Try before you pay

A **free thirty (30) day trial**, with no payment method required, lets you evaluate the Service on your own recordings before any payment. Opening recordings produced by ETEP equipment remains free of charge at all times.

2. Principle: a monthly subscription you can cancel at any time

The subscription is monthly and can be cancelled at any time from Paddle's customer portal. Cancellation takes effect at the end of the current period, until which the Service remains available. **A period that has started is not refunded, either in full or pro rata**, except in the cases below.

3. When you are refunded

a) Right of withdrawal. If you are a consumer resident in the European Union, the European Economic Area, Switzerland or the United Kingdom, you may withdraw within fourteen (14) days of the first payment of the subscription, under the conditions provided by law and by Paddle's buyer terms. This right may not apply if you expressly requested immediate access to the Service and acknowledged that you thereby lose your right of withdrawal. Other countries provide comparable rights; they apply under the same conditions.

b) Non-conforming Service. If the Service does not work as described and ETEP is unable to remedy this within a reasonable time, the period concerned is refunded. Consumer and non-professional customers also retain all the rights given to them by the statutory conformity guarantee.

c) Billing error. A duplicate charge, a charge made after a cancellation has taken effect, or an incorrect amount is refunded.

A refund ends the refunded period; if that period is in progress, access to the Service stops.

4. How to request a refund

Send your request:

- **to Paddle**, from the link in your payment receipt or at paddle.net;
- or **to ETEP**, at licences@etep.com, giving the subscription's email address and the order number shown on the receipt.

Paddle issues the refund to the payment method used.

5. Paddle's policy

Paddle, as reseller, also applies its own refund policy. This policy does not limit any of the rights you have under the law or under Paddle's terms.

Contact: ETEP — licences@etep.com — ZAC des Bousquets, 380 rue de l'Initiative, 83390 Cuers, France.

