

Mostly Money-Back Guarantee

Policy on New & Refurbished DICs, Boosters, and Conduits

LEGAL NOTICE — This document applies to the purchase of new or refurbished Digital Interface with Consciousness units which include the mobile device, pre-installed software, pre-loaded .X files, electrodes, wires and accessories that are shipped with each purchase.

NOT covered by this Mostly Money-Back Guarantee policy are:

- Purchases of second-hand devices through any third party (i.e. online sales platforms such as ebay.com, classified advertisements, at a physical store, etc.)
- Separate purchases of .X files or any digital goods
- Purchases of new or refurbished units at cash discounted price (and this will be made clear at the point of sale)
- Cracked, broken or otherwise mishandled DICs

Effective Date: 23 January 2025 | Last Updated: 26 June 2026

The Short Version

If you feel your DIC is broken, or you don't feel any effects, or you just wanted to use it like a rental and not pay to keep it — that's totally okay. We gotchya.

Let us know within 45 calendar days after the date you purchased, and we'll refund you in full — minus a few real costs that get spent the moment you order, and can't be clawed back once they're gone. We'd rather tell you exactly what those are upfront to be fair to all involved in the transaction. Hence the “mostly” in our money-back guarantee.

And now, the details.

0. Legal Definitions

“We” and “us” and “our” and similar words refer to the legal entity Awakened Audioworks.

“You” and “the purchaser” and similar words refer to the business or individual exchanging monetary currency for the privilege of possessing a DIC and its accessories.

“DIC” and “Digital Interface with Consciousness” refer to the entire unit including Booster, wires and the digital goods inside the mobile software application. Should the activation code be sold separately, that is a separate transaction.

1. The 45-Day Window

If you decide to return your order, let us know within 45 calendar days after the date you purchased. We'll refund the full purchase price, less the items below, to the original payment method on file. We will not refund via different payment methods, as these incur additional transaction fees and might not be honoured by your local tax authority or customs duty

enforcement entity.

2. What Gets Subtracted in the “Mostly”, and Why

2.1 Shipping, both ways

The cost of shipping your order to you, and the cost of shipping it back to us, are both real charges paid to a carrier at the time they happen. Neither can be recovered once paid, so both come out of your refund.

2.2 Technical labour to wipe, reset and refurbish

Before a returned device can go back into service as a gently used or a “refurbished” one (if any parts need replacing, it's called “refurbished”), we wipe the mobile device clean and reinstall and reactivate the software from scratch. This is hands-on technical work, typically 5–10 hours per device, and it's deducted at our standard labour rate which amounts to \$50 USD per hour. Our deductions for the reset will not exceed 10 hours charged, at the current rate effective on the date you made your purchase.

2.3 Customs duties

If your order crossed a border, any customs duty paid on the way is, in almost all cases, not something we can recover from customs after the fact. It is not refunded. And good luck trying to argue with any customs collections to get your money back... they are notoriously corrupt, avoidant, and good at paying their legal teams.

2.4 Electrodes

We don't know where those electrodes have been, my friend, so you can keep those. Don't send 'em back when you return your device. The exact cost of electrodes depends on the country of origin and point of purchase, however, we approximate this to \$25 per unit.

3. What You Keep, and What's Refunded in Full

Your electrode pads stay with you

Electrode pads are a personal-contact item. We never reissue used electrodes to another buyer, so there's no reason to ship yours back — keep them. They're deducted from your refund so you may as well use them with a different hardware setup.

Domestic sales tax or VAT comes back in full

If your order was a domestic shipment and you were charged sales tax or VAT, that portion is refunded to you in full, no deduction.

If your order was sent internationally and you had to pay customs, you're kinda screwed. See §2.3 for details.

4. What's Not Eligible

- The force field generator Genny, while in closed beta and after official release until further notice. This Conduit is still under strict observation.

- Individual .X Files that are sold separately.
- **Cash purchases.** Cash payments already include a 10% discount to offset processing costs we'd otherwise pay — see the Price Breakdown document on our website for details. Because of that discount, cash purchases are not covered by this guarantee.
- Damage from misuse or unauthorized modification. If you send your DIC back and it's been cracked open, you do not get any money back and you get some bad karma, too. You break it? You buy it — in full.

5. How to Request a Return and Refund

Email AWAKENEDAUDIOWORKS@GMAIL.COM with “REFUND” in the subject line and make sure to include your:

- order number
- address you are shipping the unit back from
- whether you can print the return shipping label
- any other details, like comments or feedback or love notes

We usually answer within 3 working days. Please have patience; we are all humans living in a pretty full-on crazy reality these days, so if we take longer than expected to get back to you, just hold tight or give us a phone call to ease your anxiety.

Remember: The date you send that email is the date you filed your money-back request. Changing your computer clock or internet protocol address or other little hacks will not be honoured, but if you're a few days or weeks late and send us a reasonable excuse, that will be respected. We're mostly human, and know that life happens, which is why we're flexible.

We'll send return instructions for the hardware (other than your electrode pads — keep those).

Once we receive the hardware, check that everything is okay, and complete the device reset, your refund is issued to your original payment method (the card you used through Stripe or PayPal) and may take 3–10 business days to appear depending on your bank. You'll get automatic emails from the payment processor notifying you of the refund amount coming your way.

6. How This Relates to Stripe's Buyer Protection

This guarantee is offered directly by Awakened Audioworks, separately from and in addition to any Buyer Protection that Stripe or PayPal or your debit card / credit card issuer may independently provide. Using one form of payment protection doesn't waive your legal rights under the other.

7. Your Statutory Rights

Nothing in this guarantee limits any non-waivable consumer protection right you may have under the law of your jurisdiction.

8. Contact Us

AWAKENEDAUDIOWORKS@GMAIL.COM or +1 234 200 6697. We do phone calls and text messages. We do not do any internet messaging services e.g. WhatsApp, Signal, Telegram, WeChat.

Please try to email back your replies in-thread to keep things well organised and time-efficient.