



Refund Policy

2026-08-21

We want you to be satisfied with ctrl32. This policy applies to every purchase, whichever way you paid.

14 days

You may request a full refund for any reason within **14 days** of your purchase, in line with the [Paddle Buyer Terms](#) and EU consumer law. If, during those 14 days, you agreed to start using the product (downloading the installer and activating your licence key) the statutory right of withdrawal may lapse — but write to us anyway: honest cases are refunded.

How to ask

Use the [refund request form](#) — state your order number, the e-mail the order was placed with, and the reason. Card purchases processed by Paddle may also be refunded by Paddle directly under their Buyer Terms; bank-transfer purchases are refunded by the Seller to the account the payment came from.

What happens next

Every request is answered without undue delay. When a refund is granted, a corrective document is issued and your licence key is revoked.