

## WAVE — PAYMENTS, REFUNDS AND ARTIST PAYOUTS POLICY

Last updated: 27 May 2026

This Policy explains how payments, refunds, royalties and artist payouts work on Wave. It applies to everyone who uses the platform, including listeners, viewers, and artists.

Wave is a Perth-first arts and music platform supporting local artists, musicians, DJs, producers, performers, visual artists, photographers, venues, labels, promoters and creative communities.

By using Wave, you agree to this Policy together with our Terms of Service.

### 1. USER PAYMENTS

Wave may offer paid features including music streams, visual art views, subscriptions, credits, tips, merchandise, event-related features, artist content, and other monetised features.

Prices are displayed before payment. Payments are processed by third-party payment providers such as Stripe. Wave does not store full card details.

By making a payment through Wave, you agree to pay the amount shown at checkout, including any applicable taxes, fees or charges. Failed, declined or reversed payments may result in access being paused or cancelled.

### 2. ARTIST ROYALTIES

Wave is designed to pay artists meaningfully better than many mainstream streaming and social platforms.

Unless otherwise stated in a specific campaign, artist agreement, or promotional offer, artists will receive at least 50% of net royalties generated from eligible paid streams, views, tips, or other monetised engagement on the platform.

"Net royalties" means the amount available for distribution after relevant deductions, which may include payment processor fees, refunds, chargebacks, currency conversion fees, taxes, fraud adjustments, and other third-party costs.

Wave does not charge artists a subscription or upload fee simply to make eligible content available on the platform, unless a separate optional paid service is clearly offered and accepted by the artist.

### 3. PLATFORM FEES

Wave retains a platform fee from eligible revenue to cover hosting, development, moderation, marketing, payment processing, administration, support, and other operating costs.

The current platform fee model is provisional and may change as Wave develops. Where practical, Wave will give reasonable notice before making material changes to the platform fee structure.

#### 4. PAYOUT ACCOUNTS

Artists must provide valid payout details through Wave's approved payment provider before receiving payouts.

Wave may require artists to verify their identity, ownership of an artist profile, tax information, banking details, or other payout information before payments are released.

Wave is not responsible for delays caused by incorrect payout details, payment processor issues, bank delays, verification issues, or information not supplied by the artist.

#### 5. PAYOUT TIMING AND MINIMUM THRESHOLDS

Artist payouts are usually calculated on a monthly cycle and paid after the end of the relevant payout period.

Wave applies a minimum payout threshold to reduce processing costs. If an artist's balance is below the threshold, it rolls over to the next payout period. The current threshold is shown in the artist dashboard.

Payouts may be delayed, withheld, adjusted or reversed where Wave reasonably believes this is necessary due to fraud, artificial engagement, chargebacks, refunds, account disputes, tax issues, payment processor requirements, suspected breaches of the Terms, or legal obligations.

#### 6. REFUNDS

Nothing in this Policy limits any rights you may have under the Australian Consumer Law or other applicable consumer protection laws.

Wave does not generally provide refunds for change of mind, accidental purchases, unused account features, or content that has already been accessed, streamed, viewed or downloaded, unless required by law or approved by Wave at its discretion.

You may be entitled to a remedy if Wave fails to provide a paid service, charges you incorrectly, or if there is a major problem with a paid service that cannot reasonably be fixed.

Refund requests should be submitted to Wave support with your account details, payment details, and a description of the issue.

#### 7. CHARGEBACKS AND REVERSED PAYMENTS

If a payment is refunded, reversed, disputed or charged back, Wave may deduct the related amount from the relevant artist royalty pool, artist balance, or future payout.

Wave may also deduct any third-party fees connected to chargebacks, disputes, failed payments, currency conversion, or payment reversals.

## 8. FRAUD, ARTIFICIAL ENGAGEMENT AND ABUSE

Royalties are only payable for genuine, eligible engagement.

Wave may withhold, reverse, cancel or adjust royalties connected to fraud, artificial streams or views, bot activity, self-streaming schemes, fake accounts, payment abuse, collusion, stolen payment methods, or other manipulation of the platform.

Accounts involved in payment fraud, artificial engagement, or serious breaches of Wave's Terms may be suspended or terminated.

## 9. TAXES

Artists are responsible for declaring and paying any tax, GST, income tax, duties or other obligations arising from payouts received through Wave.

Wave may request tax information where required by law, payment processors, banks, or platform compliance processes.

## 10. ERRORS AND DISPUTES

If you believe a payment, refund, royalty calculation, or payout is incorrect, contact Wave support with the relevant details.

Wave will review disputes in good faith and may request further information before making a decision. Adjustments may be made where Wave determines that an error, refund, chargeback, fraud issue, or calculation issue has occurred.

## 11. CHANGES TO THIS POLICY

Wave may update this Policy from time to time as the platform, payment model, artist royalty system, or legal requirements change.

Where practical, Wave will give reasonable notice of material changes affecting artist payouts, platform fees, or user payments.

## 12. CONTACT

Wave Support

Email: [support@waveperth.au](mailto:support@waveperth.au)

Website: [waveperth.au](http://waveperth.au)